

# ABHISHEK SHARMA

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## Professional Summary

Data Analyst with 5+ years of experience transforming complex datasets into clear, actionable insights that drive customer experience and operational efficiency. Proficient in **Power BI, SQL, Python, Power Query, and Excel**, with proven success in developing automated dashboards and analytical models that support strategic decision-making. Experienced in cross-functional collaboration and Agile delivery as a **Scrum Master**, leading teams to streamline workflows and enhance customer experience. Passionate about leveraging data to strengthen customer relationships, predict churn, and improve the end-to-end customer journey through actionable analytics.

## TECHNICAL PROFICIENCIES

**Customer Success & Engagement:** NPS / Voice of Customer (VoC) | ITIL v4 Foundation (Incident, Problem, Change, CSI)

**Data & Analytics:** Power BI | Python | SQL | Power Query | Microsoft Excel | Selenium

**Methodologies & Tools:** Agile/Scrum | Continuous Service Improvement (CSI) | Automation | Reporting & Visualization

**Certifications:** ITIL v4 Foundation | DP-600 Microsoft Fabric Data Analyst

## EXPERIENCE

### Senior DATA ANALYST, ORANGE BUSINESS

**07/2024 – TO TILL DATE**

- Act as primary liaison for enterprise accounts, integrating customer APIs with **Power BI** via **secure Python scripting** for real-time threat detection and performance analytics.
- Coordinate **CAB-aligned change and release workflows** for dashboards and APIs, ensuring zero-disruption deployments enabling **Continual Service Improvement (CSI)** reviews.
- Design and automate **ITIL v4-based executive dashboards, KPI reports, and NPS analytics**, delivering actionable insights and measurable SLA service improvements.
- Recognized by **CTO Wasilla Zitoune** for achieving **NPS 9/10** across managed accounts by enhancing report automation, responsiveness, and communication quality.
- Awarded **Synergy Award** for automation excellence, peer enablement through Python & Power BI knowledge transfer boosting data visibility by **53%** and saving **\$1.2K annually** in operational costs.

### DATA ANALYST, ORANGE BUSINESS

**09/2020 – 06/2024**

- Owned **customer dashboards and operational reporting** in Power BI to resolve data integrity issues, improve CX, and deliver actionable insights.
- Automated reporting workflows using **Power Query, Python, and Selenium**, reducing manual effort by **545 hours (~3 FTE)** annually.
- Applied **Network Service ITIL v4 practice dashboards** to monitor performance across incident, problem, and change management to enhance MTTR, reduce repeat incidents, and strengthen SLA compliance.
- Established **change control processes** and post-implementation reviews, reducing failed changes and maintaining service continuity.
- Contributed to **NPS/Voice of Customer programs** through insights reporting and data storytelling for client presentations and renewals.
- Honored with **Shine@Orange Business "Flash" Award** and **Change Maker Award** for automation and customer experience excellence.
- Received **client appreciation from International SOS** for exemplary service delivery and best-practice execution.

### WEB DEVELOPER INTERN, CENTER FOR RAILWAY INFORMATION SYSTEMS

**05/2019 – 07/2019**

Built Frontend for Freight Operations using **Angular** and **SQL** to deliver dynamic report based on requirement. SQL Queries for 10000+ rows optimized for quick web page loading and calculation of data.

## PROJECTS

### Dash Forward Initiative, reporting as a Service

**05/2024 – TO TILL DATE**

- Deployed **ETL pipelines** and **single-pane Power BI dashboards** to monitor SLA KPIs, operational performance, and data integrity.
- Applied **ITIL CSI** practices to iterate dashboards, reducing manual intervention in monthly reviews by **75%**.
- Automated stakeholder reporting for timely insights and improved operational decision-making.

### Billable Hours, Orders and HR Processes

**04/2025 – 06/2025**

- Built **Billable Activity Tracker** for \$1.2M+ international orders, improving visibility and accuracy across Americas, Africa, and Europe.
- Reduced **order aging by 34.6%** and improved quarterly **ROI by 7.9%** through process automation and optimized WITO handovers.
- Partnered with operations and finance to align dashboards with revenue and reporting governance.

## EDUCATION

**M. TECH. IN SOFTWARE ENGINEERING, BITS-PILANI**

**12/2022 – 02/2025**

Scoring 7.87 CGPA Till Date.

Paper on Stock Market Analysis for detecting Cyclic, Abnormal fluctuations in Stocks across NIFTY100. Reduce **Entropy** by 5% in Prediction using **XG Boost** and RAG AI Models.

**B. TECH. IN COMPUTER SCIENCE**, AMITY UNIVERSITY, NOIDA **08/2016 – 12/2020** Scoring 8.2 CGPA with 50% Scholarship.  
Major Project in **Sentiment Analysis using Heuristic Approach** in the field of NLP using **Python** and R.  
Term Projects in Social Media Analysis and Big Data Analytics.

**AISSE SCIENCE (PCM)**, J. H. AMBANI SARASWATI VIDYA MANDIR, SURAT  
Scored 92.2%, Team Member of Runner-up Football team in class 12th.

**06/2014 – 06/2016**

**AISSCE**, J. H. AMBANI SARASWATI VIDYA MANDIR, SURAT  
Scored 85.5%, IKEN Scientific a 2<sup>nd</sup> Round participant.

**04/2012 – 05/2014**