Akash Pandya

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**Summary**

Results-driven Data Analyst skilled in SQL, Tableau, Python, and R with a proven ability to turn complex datasets into actionable insights. Completed the Google Data Analytics Certificate with a portfolio of real-world projects addressing business goals like customer retention, product development, and process optimization.

**Skills**

Data Viz: Tableau, Power BI | Querying & Manipulation: SQL, Excel, Google Sheets, BigQuery, Pandas, NumPy

Programming: Python, R (basic) | Statistical Analysis: A/B Testing, Regression, Descriptive Stats

**Professional Experience**

**Freelance Data Analyst / Dashboard Developer – Remote** *(Dec 2024 – Present)*

* Built Power BI/Tableau dashboards visualizing KPIs (sales, marketing, acquisition).
* Automated reporting with SQL/Excel, improving workflow efficiency.
* Conducted customer segmentation and simulated real-world marketing insights.
* Projects aligned with Google Data Analytics coursework and real-world datasets; results documented in GitHub portfolio.

**Senior Customer Service Officer – CIBC, Oshawa, ON *(Jan 2022 – Nov 2024)***

* Resolved complex client inquiries and escalations efficiently, helping improve team resolution times.
* Supported improvements in customer service processes, contributing to stronger satisfaction outcomes.
* Managed 200+ registered investment accounts (RESPs, RRSPs), ensuring accuracy and regulatory compliance.

**Projects**

**Cyclistic Bike-Share Analysis (SQL, Tableau)** [GitHub](https://github.com/akashpandya/cyclistic-capstone-project)

* Analyzed rider behavior and trip data to support marketing strategy.
* Cleaned/manipulated large datasets in SQL; visualized in Tableau.
* Identified key differences between casual vs. annual riders to boost memberships.

**Bellabeat Fitness Data Analysis (R)** [GitHub](https://github.com/akashpandya/Bellabeat-Fitness-Analysis)

* Used R for cleaning, analyzing fitness tracker data to support product R&D.
* Created ggplot2 visuals showing links between activity, sleep, and stress.
* Presented insights for app and hardware improvements.

**HR Employee Attrition Analysis (Python)** [GitHub](https://github.com/akashpandya/HR-Employee-Attrition-Analysis)

* Explored attrition trends using Pandas, Seaborn, and Matplotlib.
* Built machine learning models to predict employee turnover.
* Delivered key retention insights via demographic/job satisfaction patterns.

**Education & Certifications**

* **Google Data Analytics Certificate**, Coursera – *Apr 2025*
* **IBM Front-End Developer Certificate**, Coursera – *2023*
* **BA in History & Theory of Architecture**, Carleton University – *2016*