



Shobhit Kumar Sharma

Data Analyst

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PROFILE

Experienced Data Analyst delivering actionable insights to support business decisions. Skilled in SQL, Power BI, Excel, Python, and BI reporting tools. Expert at building dashboards, automating reports, and supporting cross-functional teams in performance optimization and strategic planning.

SKILLS

Technical: SQL, Python, ETL, Data Visualization, Power BI, Excel, Pandas ,Numpy, Matplotlib, Seaborn

Tools: Power BI, Excel, SAP ECC, SAP S4 HANA, Jupyter Notebook

EXPERIENCE

Genpact

Noida, India

Data Analyst

March 2023 – March 2025

- Automated financial reporting by creating interactive Power BI Dashboards, reducing reporting time by 50%.
- Leveraged SQL, Excel, Python and Power BI to support data-driven decision making.
- Performed data cleaning, validation, and transformation using Pandas, Power Query, and ETL workflows to ensure high data accuracy and reliability.
- Applied statistical analysis and data modeling techniques to identify performance gaps, trends, and opportunities for optimization.
- Forged strong relationships with executive stakeholders by translating complex data insights into actionable strategies led to a 15% increase in data-informed strategic decisions across departments.

Concentrix

Gurugram, India

Data Analyst(Sr. Associate)

Dec 2021 - March 2023

- Conducted in-depth analysis of marketing and product datasets to identify customer behavior patterns, campaign performance, and growth opportunities or Potential.
- Built dynamic Power BI dashboards and Excel-based analytical models to support strategic and operational reporting.
- Used statistical techniques to support forecasting and performance modeling for cross-functional teams.
- Ensured data accuracy and alignment across datasets through rigorous data cleaning, standardization, and validation.
- Translated complex analytical findings into clear insights for marketing, product, and engineering teams.
- Supported strategic decision-making by delivering data-backed recommendations that improved campaign and product performance.

Teleperformance

Jaipur, India

Subject Matter Expert

July 2019 - Nov 2021

- Performed operational Data Analysis to improve accuracy and identify performance gaps.
- Leveraged Excel and PowerPoint to track KPIs and present findings.
- Spearheaded a data analysis project that reduced process errors by 50% by identifying root causes of process inefficiencies.
- Trained 50+ new hires, enhancing onboarding efficiency and productivity.

PROJECTS

Bank Loan Performance Analysis

- Leveraged SQL, Excel and Power BI to Analyze 40k loan performance metrics segmented by customer type, geography, and loan purpose.
- Designed KPIs to monitor delinquency, approval rate, and collection performance.

People's Store Sales Dashboard

- Applied Power BI, DAX, Excel knowledge and Created an end-to-end dashboard for analyzing sales and profit metrics.
- Integrated forecasting visuals for decision-making.

Customer Churn Analysis

- Used Python, Pandas, Seaborn, Jupyter Notebook. Performed EDA to identify churn factors and provided retention recommendations.
- Visualized customer trends by tenure, payment methods, and contract types.

CERTIFICATIONS

- Python for Data Science, AI & Development – IBM
- Databases and SQL for Data Science – IBM
- Data Visualization with Excel & Cognos – IBM
- Excel Basics for Data Analysis – IBM
- Career Essentials in Generative AI – Microsoft x LinkedIn

EDUCATION

Jaipur Engineering college,Kukas

Jaipur, India

Bachelor of Engineering in Electrical Engineering

2012 – 2016