



ANURAG GOPINATH

DATA ANALYST

BCA DATA ANALYTICS GRADUATE WITH HANDS-ON EXPERIENCE IN POWER BI AND A STRONG FOUNDATION IN DATA ANALYSIS. BRIEFLY INTERNED AS A DATA ANALYST BUT LEFT DUE TO AN UNPROFESSIONAL WORK ENVIRONMENT. ALSO WORKED 10 MONTHS IN CUSTOMER SERVICE, DEVELOPING STRONG COMMUNICATION AND PROBLEM-SOLVING SKILLS. NOW SEEKING AN ENTRY-LEVEL DATA ANALYST ROLE TO BUILD MY CAREER IN THE FIELD.

EXPERIENCE

07/05/2024 - 31/03/2025

Customer Service Advisor • Concentrix Services India Pvt Ltd

- Enhanced customer satisfaction by addressing issues promptly and efficiently. Supported large volume of customers daily with positive resolutions.
- Improved first-call resolution through accurate information and problem-solving.

03/2024 - 04/2024

Data Analyst Intern • Cranes Varsity

- Conducted data validation and cleanup for accurate analysis. Enhanced data visualization for decision-making using BI tools.
- Supported decision-making with interactive dashboards in Power BI.

02/2023 - 03/2024

Crew Member Trainer • McDonald's

- Trained employees in customer service and performance standards.
- Mentored new hires for quick acclimatization to company culture.

EDUCATION

JAIN (DEEMED-TO-BE-UNIVERSITY), BANGALORE

- Bachelor of Computer Applications, 2021-2024
Specialization in DATA ANALYTICS

CKNSGHSS, KERALA

- COMPUTER SCIENCE, 2019-2021

LANGUAGES

- ENGLISH
- HINDI
- MALAYALAM
- TAMIL

SKILLS

- EXCEL
- SQL
- PYTHON
- R Programming
- Communication
- Problem-Solving

TOOLS

- POWER BI
- TABLEAU
- HADOOP
- Adobe Photoshop
- VS CODE