Ashutosh Singh

Data Analyst

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Professional Summary

Detail-oriented Data Analyst with 3.5 years of experience in data analysis, utilizing Python and SQL for manipulation. Proficient in statistics and machine learning, with expertise in Power BI for visualization. A strong problem solver delivering actionable insights to enhance business decision-making and operational efficiency. Skilled at narrating compelling data stories that transform complex datasets into clear strategies. Passionate about leveraging data to drive innovative solutions.

Professional Experience

Analyst - Analytics
Capita, Pune, India   *Oct 2022 — May 2024*

- Developed and delivered over 15 regular and ad-hoc reports, dashboards, and conducted exploratory data analysis (EDA), contributing to data-driven decision-making across departments.
- Published Power BI reports and tracked Key Performance Indicators (KPIs) to monitor business metrics.
- Collaborated with cross-functional teams to enhance customer satisfaction and contact center agents performance.
- Achieved a 12% improvement in Net Promoter Score by identifying repeat defaulters and optimizing processes, directly addressing customer concerns.
- Conducted quartile assessments for promoter and detractor groups, improving First call resolution by 9%.
- Delivered timely reports providing stakeholders with critical insights, reducing decision-making time by 30%.

Assistant System Engineer (Data Analyst)
Tata Consultancy Services (TCS), Mumbai, India   *Oct 2020 — Oct 2022*

- Analyzed trends in retail business operations using real-time customer data to identify inefficiencies and propose improvements.
- Worked on the PACE model to perform operations on raw data and provide solutions to business problems.
- Observed trends in customer behavior to enhance business processes and provide visual insights to stakeholders through reports.
- Created stored procedures to fetch Key Performance Indicators (KPIs) at a glance, reducing approximately 1 hour of manual work daily for a project handling 2 million data entries.

Certifications

- **Google Advanced Data Analytics Certificate**   *Google / Coursera, Oct 2024*
- **Machine Learning Specialization**   *Stanford University / DeepLearning.AI, Oct 2024*
- **Google Data Analytics Professional Certificate**   *Google / Coursera, Jan 2022*

Projects

Salifort Motors Employee Retention
Tools: Python, Machine Learning   *Oct 2024*

- Built a machine learning model (Logistic Regression, Decision Tree, and Random Forest) to predict employee turnover and provided actionable insights to improve retention.

Movie Recommender system
Tools: Python, Content-Based Filtering, Count Vectorizer, Streamlit   *Oct 2024*

- Built a movie recommender system which utilizes content-based filtering approach, employing cosine similarity and Count Vectorizer for feature extraction to recommend similar titles based on genres, keywords, and cast details. This interactive Streamlit app utilizes the TMDb API to dynamically fetch and display movie posters and recommendations.

Technical Skills

Programming Languages:	Python, SQL
Data Manipulation:	NumPy, Pandas
Data Visualization:	Matplotlib, Plotly, Seaborn, Power BI
Machine Learning:	SciPy, sklearn, XGBoost, Hyperparameter Tuning, Model evaluation, Feature Engineering
Statistical Analysis:	Time Series, Hypothesis Testing, A/B Testing
Tools:	MS-Excel, MS-PowerPoint, BigQuery

Education

B.Tech (Electronics and Communication)	*Medi-Caps University, Indore, India (7.16 CGPA)*
12th	*Paramount Academy, Barwani, India (79.80%)*
10th	*Kendriya Vidyalaya, Barwani, India (8.6 CGPA)*