

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

Education

B.Tech (Electronics and Communication)

12th

10th

Medi-Caps University, Indore, India (7.16 CGPA)

Paramount Academy, Barwani, India (79.80%)

Kendriya Vidyalaya, Barwani, India (8.6 CGPA)

Projects

Salifort Motors Employee Retention

Tools: Python, Machine Learning

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

World Happiness Index Visualization

Tools: Tableau

- Developed a Tableau dashboard to visualize happiness index trends and analyzed key influencing factors.

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