CONTACT

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📍 Jammu, Jammu & Kashmir

in jyotibhardwaj2798

○ JyotiBhardwaj27

EDUCATION

Data Analysis
Masai, Bengaluru
October 2024-present

Electronics and Communication Engineering
Hindustan College of Science and Technology
September 2016 - September 2020

TECHNICAL SKILLS

Web scraping | Power BI |
Machine Learning |
Microsoft Office |
Microsoft Excel | SQL |
Python libraries |
Python Programming

SOFT SKILLS

Time Management |
Problem Solving |
Attention to Detail |
Adaptability | Teamwork |
Effective Communication

CERTIFICATIONS

Construct Week Project 🔗
Masai, Bengaluru
The project was completed leveraging the tech skills required for data analysis.

Jyoti Bhardwaj

PROFESSIONAL SUMMARY

Detail-oriented and highly motivated Data Analyst with a strong foundation in frontend languages and practical project experience. Proficient in SQL, Excel, and Python, showcasing a keen analytical mindset. Adept at translating data insights into actionable business solutions. Eager to contribute technical expertise and drive impactful results.

WORK EXPERIENCE

HCL Tech
Analyst
December 2022 - September 2024

Job responsibilities:

- Led IT service management efforts using ServiceNow and Excel, ensuring timely incident resolution and maintaining SLA adherence, showcasing a proactive approach to problem-solving.
- Provided technical support for device management and software installation leveraging Jamf and Intune, adapting to rapidly changing tools and technologies.
- Actively engaged with customers as the first point of contact for technical support, showcasing strong communication and interpersonal skills.
- Developed and maintained process documentation to streamline support processes, contributing to continuous improvement and process innovation.

PROJECTS

1. Airline_Industry_Analysis | ◉
Machine Learning | Pandas | Streamlit

- Led project planning and management, defining scope, goals, and timelines for Airline Industry Analysis.
- Provided technical leadership in designing the architecture for a user-friendly dashboard with Streamlit.
- Created interactive charts and graphs using Matplotlib and Altair, integrating them into the Streamlit interface.

2. HR Analytics Dashboard | ◉

- Defined project objectives and coordinated team efforts to meet deadlines and goals.
- Led the development of Power BI reports, ensuring performance optimization and user-friendly dashboards.
- Ensured clean data integration through Power Query and SQL, facilitating accurate analysis.