

UDEMY CERTIFIED DATA ANALYST

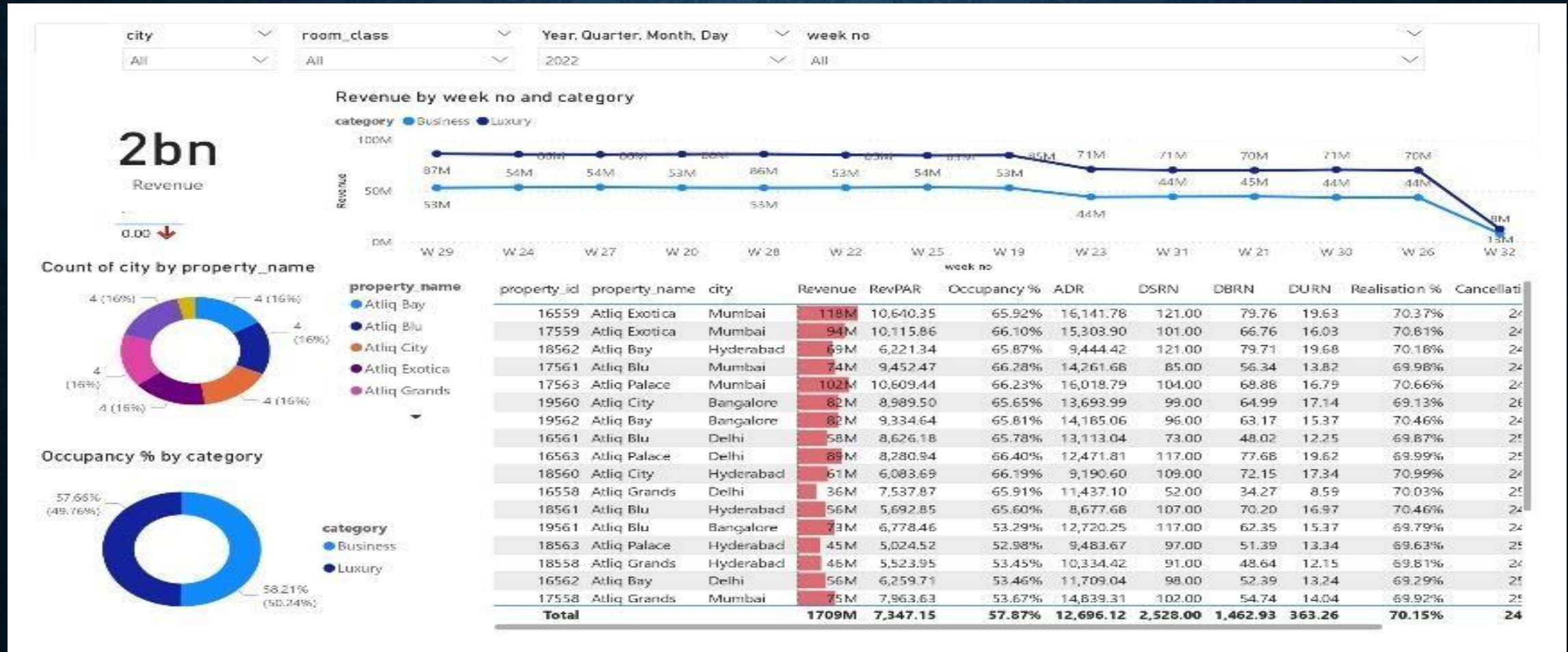
Virtual Experience Simulation at PWC

# **SAKSHI DATA ANALYSIS PORTFOLIO**

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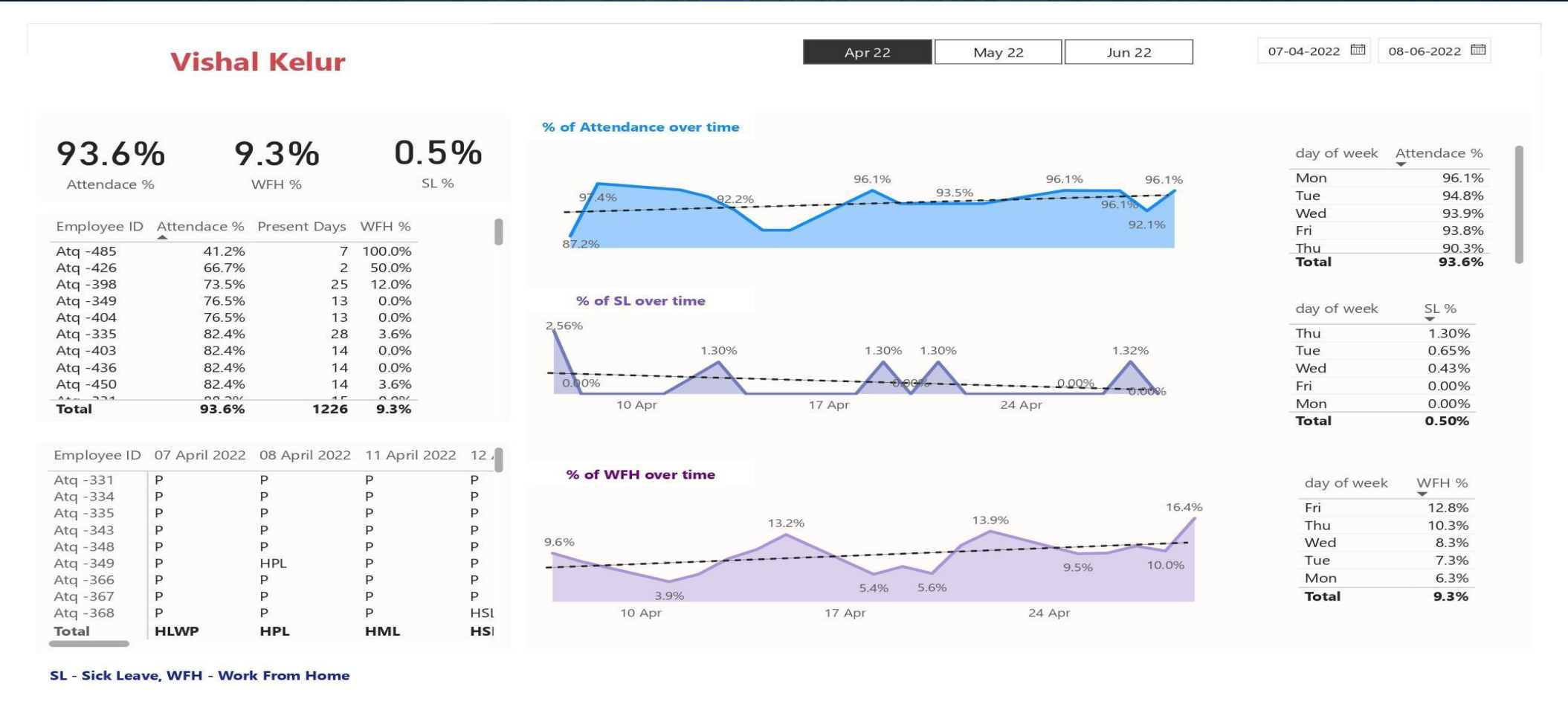
# ATLIQHOSPITALITYHOTELREVENUE



Tools: Excel, PowerQuery, Data Analyst Expression (DAX), PowerBI



# ATLIQHUMANRESOURCEANALYSISDASHBOARD

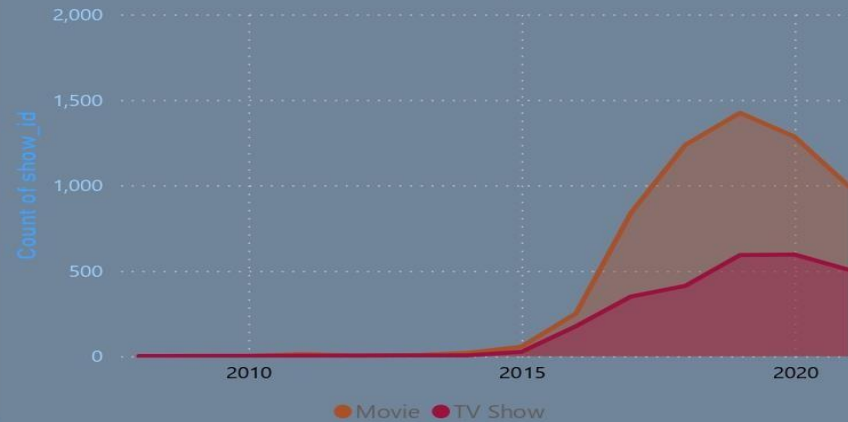


Tools:Excel,PowerQuery,DataAnalystExpression(DAX),PowerBI

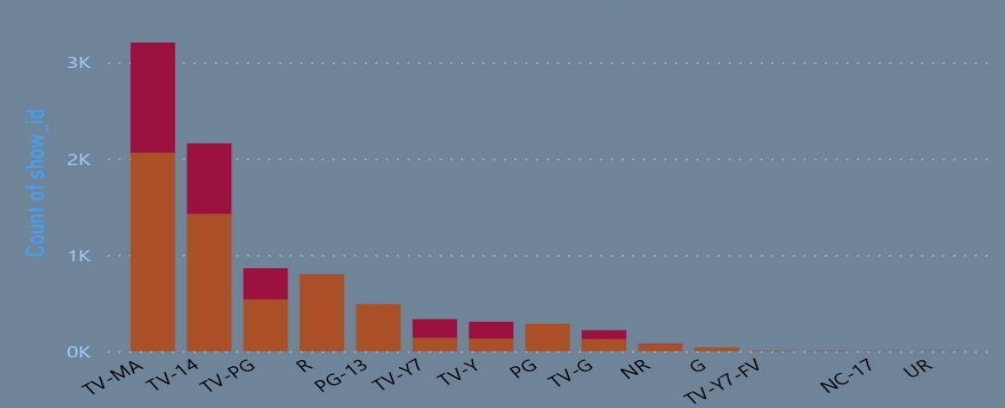
# NETFLIXSHOWSANALYSIS

NETFLIX

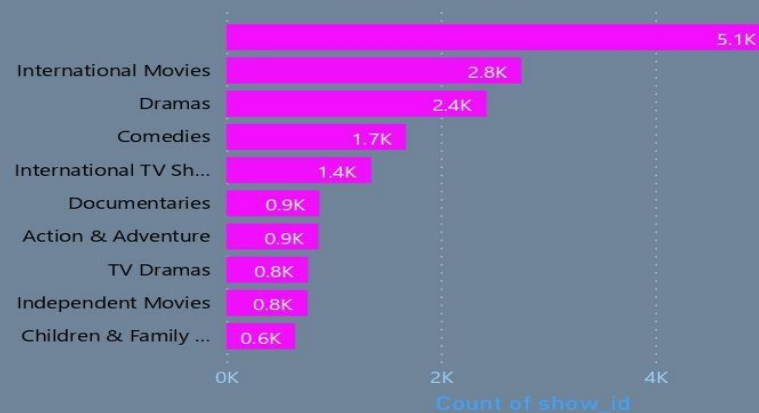
Shows Added by Date



Shows by Rating



Top 10 Genres



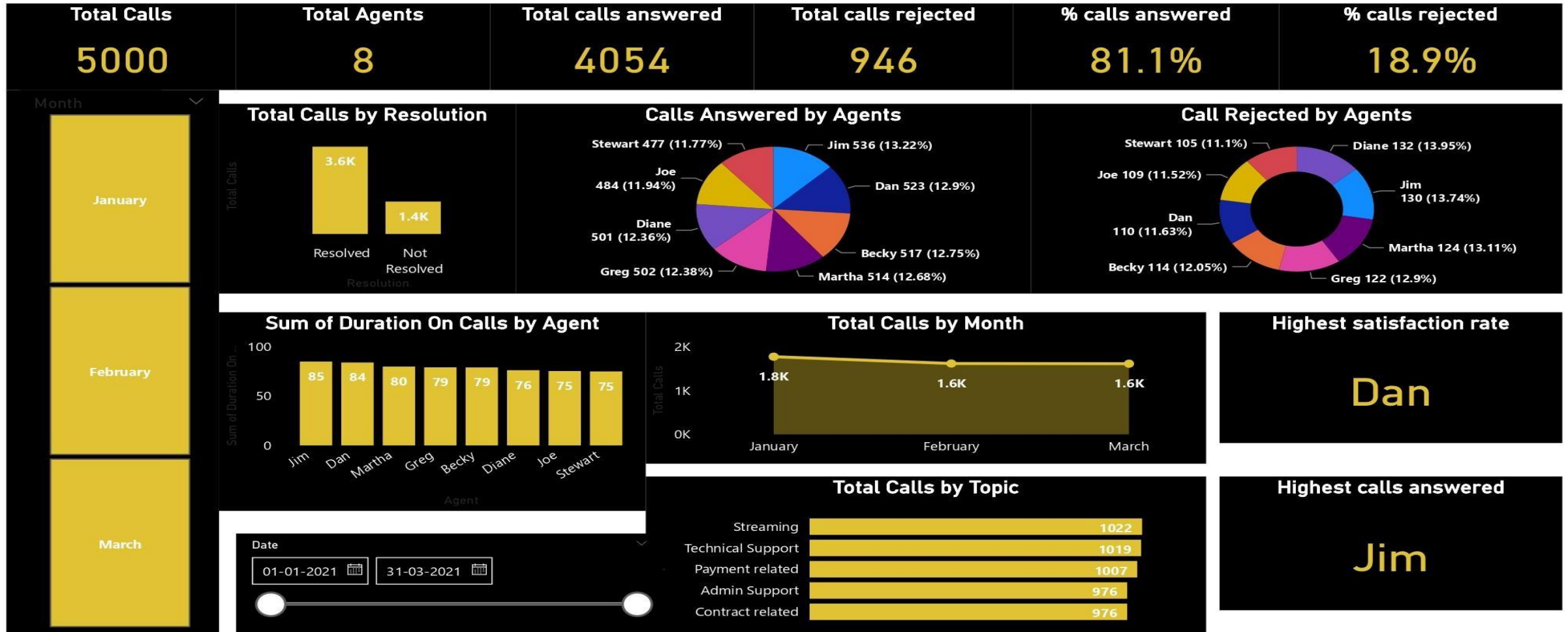
Countries Available



Tools:Excel,MySQLServer,DataAnalystExpression(DAX),PowerBI

# CALLCENTRE DATA ANALYSIS

## CALL CENTRE PERFORMANCE REPORT



Tools: Excel, KPI, Data Analyst Expression (DAX), Power BI



# CUSTOMER CHURNING ANALYSIS



## Churn Dashboard



pwc

This dashboard has a filter with churn = "yes"

1869

Customers at risk

2173

# of Tech Tickets

885

# of Admin Tickets

\$2.86M

Yearly Charges

\$139.13K

Monthly Charges



### Demographics

Female Male



25%

Senior-Citizen

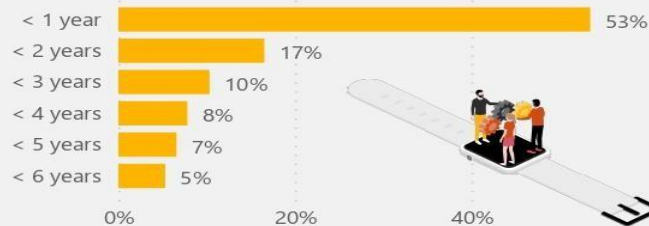
36%

Partner

17%

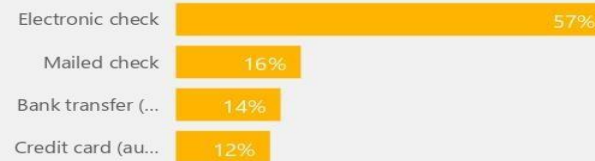
Dependents

### Subscription time



### Customer account information

#### Payment method



#### Paperless billing



#### Average charges

\$74.44  
Monthly  
\$1,531.80  
Total

#### Type of contract



### Services customers signed up for

91%  
Phone Service

44%  
Streaming TV

44%  
Streaming Movies

29%  
Device protection

28%  
Online Backup

17%  
Tech Support

16%  
Online Security

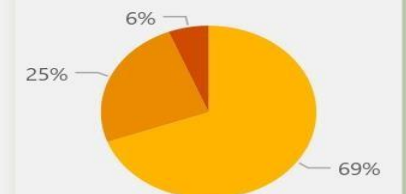
Multiple Lines?

49.97%  
no

50.03%  
yes



Fiber optic DSL No



Tools: Excel, KPI, Data Analyst Expression (DAX), Power BI

# CUSTOMER RISK ANALYSIS



## Customer Risk Analysis

### Risk of churn

- ☐ No  
☐ Yes

### Internet service

- ☐ DSL  
☐ Fiber optic  
☐ No

### Months subscribed

0 72



### Contract type

- ☐ Month-to-month  
☐ One year  
☐ Two year



7043

Total customers

26.54%

churn rate %



\$16.06M

Yearly Charges

2955

Tech Tickets

3632

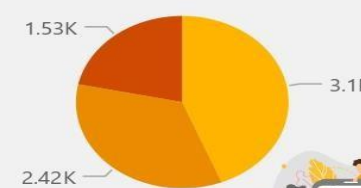
Admin Tickets



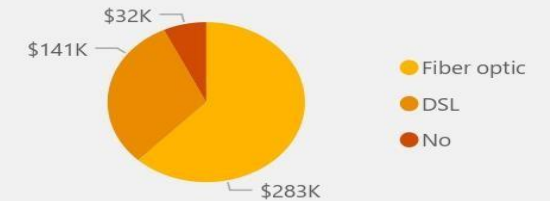
### Churn by type of internet service



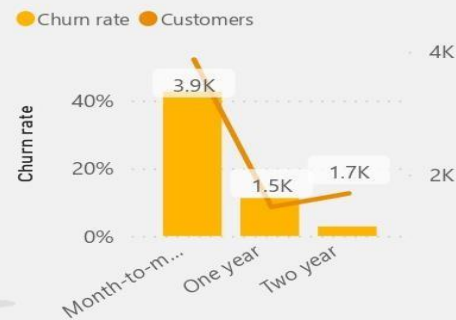
### # of customers by internet service



### Sum of monthly charges



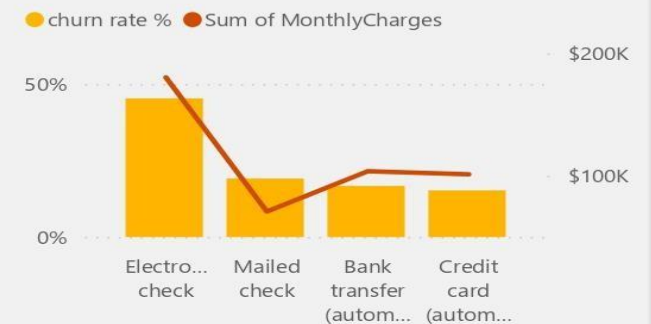
### Type of contract



### Years of contract



### Churn by payment method



Tools: Excel, KPI, Data Analyst Expression (DAX), Power BI

# PWCHRDIVERSITYANDINCLUSION



## Diversity & Inclusion



Department

All

Job Level

All

Age group

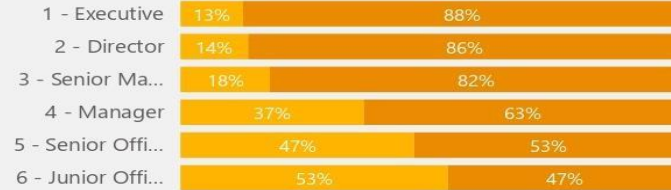
All

Region group

All

### KPI 1 - Hiring

Gender ● Female ● Male



41%  
of hires were female

59%  
of hires were male

Gender ● Female ● Male ● % of hires women



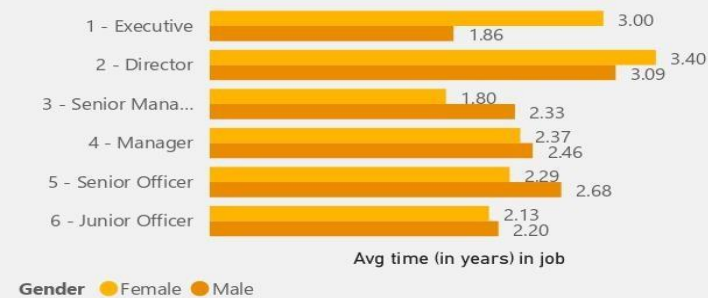
Date: June 2021 / Virtual Case Experience: Power BI - Task 3 - HR Manager

### KPI 2 - Promotions (this year)

Gender ● Female ● Male ● % Promotees who were women



Avg. Time in Grade of employees promoted in FY21 (in years)

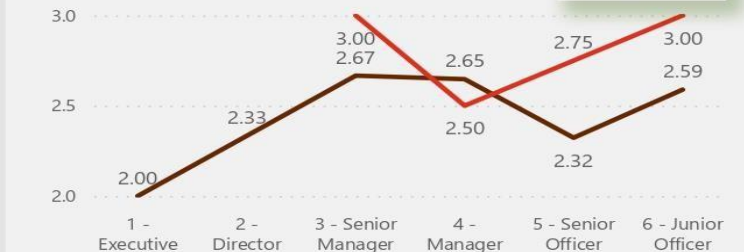


Gender ● Female ● Male

### KPI 3 - Turnover Rate (FY20 leavers)

Average Performance Rating of Leavers vs non-Leavers (WOMEN)

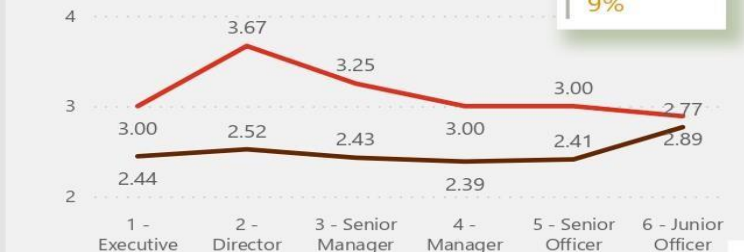
Left this FY? ● No ● Yes



Female  
11%

Average Performance Rating of Leavers vs non-Leavers (MEN)

Left this FY? ● No ● Yes



Male  
9%

Tools: Excel, KPI, Data Analyst Expression (DAX), Power BI



# PWCHRDIVERSITYANDINCLUSION



## Diversity & Inclusion



Department

Job Level

Age group

Region group

All

All

All

All



### KPI 4 - Performance Rating

Gender Female Male



2.42  
Avg Rating Women

2.41  
Avg Rating Men

FY20 Perf. Rating 1 2 3 4

1 = excellent  
2 = great  
3 = sufficient  
4 = bad



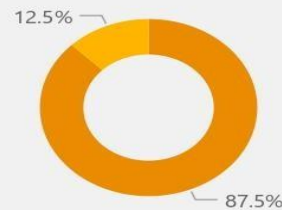
Date: June 2021 / Virtual Case Experience: Power BI - Task 3 - HR Manager



### KPI 5 - Executive Gender Balance

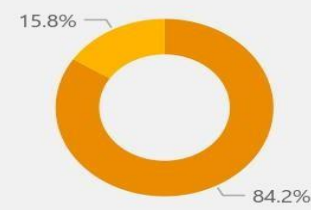
Executive split (FY20)

Gender Male Female



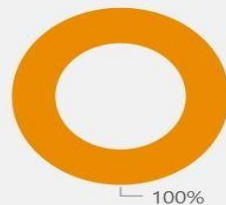
Executive split (FY21)

Gender Male Female



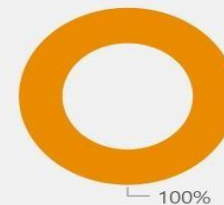
Executive Hires (FY20)

Gender Male



Promotion to Executive (FY20)

Gender Male

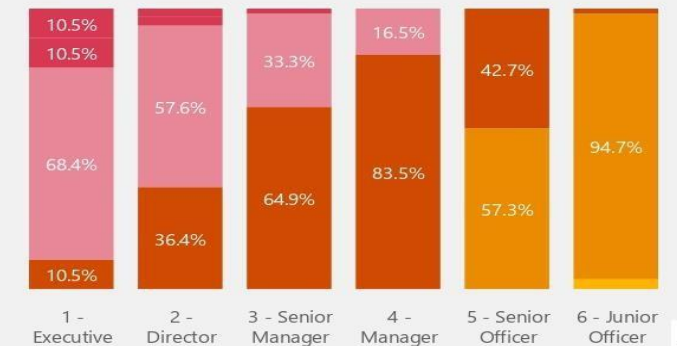


### KPI 6 - Age group

Employees by Age group (end FY20)



Age group 16 to 19 20 to 29 30 to 39 40 to 49 50 to 59 60 to 69



Tools: Excel, KPI, Data Analyst Expression (DAX), Power BI