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| **Bishnu Prasad Bhandari**        **Professional Summary**  Passionate individual committed to exploring data and technology. Curious and inquisitive team player completing tasks on time. Strong ability to research and communicate results in clear, professional manner.        **Experience**    **Customer Service Representative**, 01/2022 - 01/2023  **gurkha kitchen -** lisbon   * Provide exceptional customer service by addressing inquiries and resolving issues promptly * Maintain accurate customer records and ensure efficient communication * Collaborate with cross-functional teams to enhance customer experience * Project-based work involving data analysis, applying theoretical knowledge to practical scenarios * Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment.     **microsoft excel**, 01/2016 - 02/2018  **receptionist -** nepal**,** ktm   * Generated regular industry standard outputs including status reports, risk assessments and estimates for business stakeholders. * Developed and maintained support documentation for effective handovers, knowledge sharing and business continuity.         **Education**    Data Analysis Course, 2024  **Master School** - Portugal    Bachelor, Computer Science, 2023  **EPSI** - PARIS    DIPLOMA, Software Development , 2018  **DIT SOLUTION** - KTM, France    Diploma of Higher Education, Science, 2017  **Sagarmatha Multiple Campus, DIT Solution** - ktm, Nepal        **Languages**   |  |  | | --- | --- | | **Nepali, hindi and english** **:** First Language **:** | | | **french and portuguse** **:** A2    Elementary **:** |         **Certifications**   * .Data analyst from sololearn * SQL and Python from Sololearn * IBM Tableau Visualisation from Coursera * IBM Data Science Professional certificate from Coursera * Microsoft Azure Machine Learning for Data Scientists from Coursera * IBM Machine Learning Professional Certificate from Coursera * Introduction of GIT and GITHUB from Coursera         **Project**  ****1.BIKES SALE DASHBOARD****  Analysing sales data, I use a pivot table to compare performance across regions, marital status, education, and occupation, unveiling market trends and demographics.  ****2.DATA SCIENCE SALARY DASHBOARD****  "I analyse data science salaries using Tableau, exploring trends based on country, experience level, employment type, and more.  ****3.Student Result Analysis Project with Python & Data Analysis****  I utilize Python's pandas, matplotlib, and seaborn to assess student performance, examining scores based on parental marital status and student gender, creating insightful visualizations for effective analysis. |  | **Contact**  **Address :** lisbon, portugal **Address :** lisbon, portugal **Phone :** +351 920420100  **Phone :** +351 920420100  **Email :** bbishnu660@gmail.com      **Core Qualifications**   * Strong analytical thinking and problem-solving abilities * Proficiency in Microsoft excl, SQL and tableau * Software development and programming languages(HTML, CSS, JAVA SCRIPT, PYTHON , JAVA AND JS.REACT * Excellent customer service skills * Team leaders * Product troubleshooting * Advanced critical thinking * Data collection and analysis * Business analysis * Technical writing * Data extraction * Scope and project definition |

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