



Garima Patel

Senior Analyst

A seasoned Senior Analyst with over 3 years of experience seeking to leverage expertise in data analysis, customer satisfaction, and strategic planning to contribute to the growth and success of a dynamic organization. Eager to apply strong analytical skills and industry knowledge to drive actionable insights and facilitate informed decision-making processes.

Contact



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Education

Jan 2021 - Jan 2024

Bachelor of Computer Applications (BCA)
CGPA - 8.5

Sastra University, Tamil Nadu

Skills

- Data Analytics
- O365 Proficiency
- Verbal & Written Communication
- MS Excel Advance
- Data visualization (Power BI & SQL)
- Leadership abilities
- Problem-solving skills

Language

English

Hindi

Experience

○ 2023-Present HCLTech - Lucknow Senior Analyst

As a subject matter expert for a monitoring tool in my current project. I have gained extensive experience in data analysis and management, I have successfully led a team, interacted with client and stakeholders, and provided training to various teams, My proficiency in Microsoft Office, Data Analytics, Power BI and excel analysis has enabled me to effectively analyze and interpret data to provide valuable insights to my team and clients.

○ 2020- 2023 HCLTech - Lucknow Analyst

Managing Analytics and AI-Based chatbots tools like Healing Station and LUCY Chatbot (BM Watson assistant). Primarily supporting 5 different US based project- Dover, Graybar, Rite Aid, DSI and Tropicana. Being a part of SMART solutions. Operationalization, responsible for driving the product maturity by Top call drive analysis, identifying new automation opportunities, implementing innovative ideas to increase user adoption and product enhancements etc. Through my role, I have developed strong leadership skills, as well as the ability to effectively communicate with a diverse range of stakeholders.

○ 2019 - 2020 HCL TSS I Lucknow Internship (Tech bee.)

During training, gained experience in computer technologies, technical, and soft skills. Collaborated on real-world projects to enhance problem-solving skills. Program included six months of classroom training and six months of on-the-job training.

Certificate

- HCL TSS-Tech bee (2019-2020)
- DRYICE Lucy (Dec 2021)
- Crash course on Python (Feb 2023)
- Design Thinking for Innovation: Defining Opportunities (July 2023)
- Google Cloud Certified Associate Cloud engineer (Dec 2022 Dec 2025)
- Accenture North amerProject Management by Forage
- Edge DX administrator - Control-up (Sep 2023)
- Kafka basic (Sep 2023)

