

Customer Shopping Behavior Analysis

Dev Prince

Project Overview:

This project analyzes customer shopping behavior using transactional data from 3,900 purchases across various product categories. The goal is to uncover insights into spending patterns, customer segments, product preferences, and subscription behavior to guide strategic business decisions

Exploratory Data Analysis using Python:

We began with data preparation and cleaning in Python:

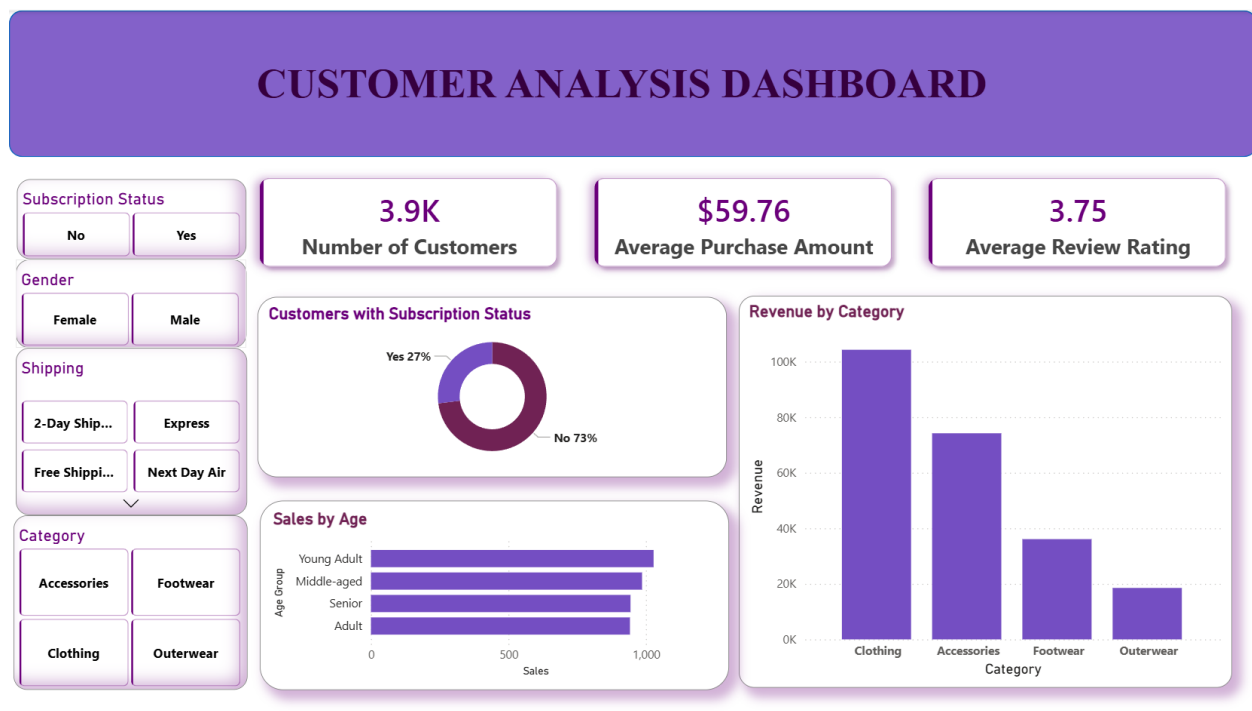
- Data Loading: Imported the dataset using pandas.
- Initial Exploration: Used `df.info()` to check structure and `.describe()` for summary statistics.
- Missing Data Handling: Checked for null values and imputed missing values in the Review Rating column using the median rating of each product category.
- Column Standardization: Renamed columns to snake case for better readability and documentation.
- Feature Engineering: Created `age_group` column by binning customer ages. Created `purchase_frequency_days` column from purchase data.
- Data Consistency Check: Verified if `discount_applied` and `promo_code_used` were redundant; dropped `promo_code_used`.
- Database Integration: Connected Python script to PostgreSQL and loaded the cleaned DataFrame into the database for SQL analysis.

Data Analysis using SQL

We performed structured analysis in PostgreSQL to answer key business questions:

1. Revenue by Gender – Compared total revenue generated by male vs. female customers.
2. High-Spending Discount Users – Identified customers who used discounts but still spent above the average purchase amount.
3. Top 5 Products by Rating – Found products with the highest average review ratings.
4. Shipping Type Comparison – Compared average purchase amounts between Standard and Express shipping.
5. Subscribers vs. Non-Subscribers – Compared average spend and total revenue across subscription status.
6. Discount-Dependent Products – Identified 5 products with the highest percentage of discounted purchases.
7. Customer Segmentation – Classified customers into New, Returning, and Loyal segments based on purchase history.
8. Top 3 Products per Category – Listed the most purchased products within each category.
9. Repeat Buyers & Subscriptions – Checked whether customers with >5 purchases are more likely to subscribe.
10. Revenue by Age Group – Calculated total revenue contribution of each age group.
11. Low sales High review rating-Found that some products were low in sales despite being high rated.

BI dashboard



Business Recommendations

- Boost Subscriptions – Promote exclusive benefits for subscribers.
- Customer Loyalty Programs – Reward repeat buyers to move them into the “Loyal” segment. Introduce points system as that encourages them to buy more.
- Review Discount Policy – Balance sales boosts with margin control. Discount low sale products or pair them as bundles with high sales products.

- Product Positioning – Highlight top-rated and best-selling products in campaigns while better position low sales high rating products
- Targeted Marketing – Focus ads marketed campaign on young adults as they have shown to produce more sales .Better strategize adult products and on providing quality .