Dharmendra Puri

0452 629 425 | dharmendrapuri250@gmail.com.au | [LinkedIn] | [GitHub]

SUMMARY

Having serviced the Prince of Qatar, top-tier celebrities, and the New Zealand cricket team at a 5-start Sydney hotel, I've come to enjoy building relationships with people from diverse backgrounds and pride myself in impeccable end-to-end customer service. Complementing this is a Master's in Information Technology and Hotel Management which has provided me with strong SQL, R-coding, Php, HTML, CSS, advanced Excel, Tableau, and management skills. Having 5 years of professional experience in hospitality and administration I have also become a highly organised problem solver. Now, as a Freelance Data Analyst, I value helping businesses to convert their raw data into meaningful insights for better decisions.

KEY SKILLS

- **Data Analytics –** Extracted, transferred, and loaded data with SQL, advanced Excel, R & Tableau to analyse coffee shop data set and forecast annual revenues by product.

- **Data Mining - Frequent Pattern Mining:** Applied association rule mining, classification and clustering methods on the Mushroom and groceries data sets in University projects.

- **Management/Problem Solving –** Managed more than 50 events for high profile companies to provide a smooth running of conferences, meetings, and gala dinners. Increased customer satisfaction rate by 10%, and revenue by 15%.

EXPERIENCE

Freelance Data Analyst, **Upwork**   *2020 – Present*
- Created relational databases, schemas, and tables and loaded into SQL server for clients

- Built custom interactive visualization report from the given data set with the help of Tableau, R, & Excel.

- Conducted statistical analysis such as descriptive analysis, predictive analysis, and prescriptive analysis

Guest Service Agent, **Fraser Suites Sydney**   *2018 – 2020*
- Created, updated, and modified reservations in hotel's database

- Produced reports related to daily/monthly sales and reservations.

Conference Coordinator, **Hilton Sydney**   *2016 – 2018*
- Conducted 100+ successful events with the high customer satisfaction rate

- Liaised between conference organisers, managers, sales team, and food & beverage departments to run the smooth event.

Admin Support, **London College Of Commerce**   *2013 – 2015*
- Being a part of newly opened college, conducted a student onboarding program for over 500 students for different intakes.

- Communicated with lecturers, students, and other staff to provide efficient admin support

EDUCATION

Master of Applied Information Technology, ***Victoria University***   *2018 – 2020*
Master of International Hotel Management, ***BMIHMS at Torrens University***   *2016 – 2018*

Websites / Projects / Social Media

[LinkedIn] | [git Hub] | [R] | [Excel Dashboards] | [Tableau] | [SQL]

Certification

Tableau Desktop Specialist   *2020*
Microsoft Azure Data Fundamental   *Coming Soon*

Volunteers

USAID   *2015-2016*
Student Mentor, London College of Commerce   *2012-2013*

Reference

Referees will be provided on request

Thank you for considering my application. I would love to discuss this opportunity with you and am excited to hear back.