Durga Prasad Bhandari

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Professional Summary

Emerging Data Analyst with a proven track record in customer service and data-driven process improvements. Skilled in SQL, Python, and R, with certifications in Google Data Analytics. Adept at leveraging data extraction, sentiment analysis, and statistical techniques to enhance data accuracy and operational efficiency. Known for strong problem-solving abilities and exceptional customer service skills in dynamic environments.

Education and Certification

Dr. A.P.J. Abdul Kalam Technical University
B.Tech ECE (Jun 2015 - May 2019)
Kendriya Vidyalaya
PCM (Apr 2013 - May 2014)

Career Essentials in Data Analysis
Microsoft and LinkedIn Learning (May 2024)
Google Data Analytics Professional Certification
Coursera (March 2024)

Technical Skills

Languages: SQL (MySQL), R, Python
Frameworks: Agile Data Science, Knowledge Discovery in Database(KDD)
Developer Tools: Jupyter Notebooks, RStudio, SQL Workbench, PowerBI Desktop, Apache Spark
Libraries: Pandas, NumPy, Matplotlib, Plotly

Experience

Data Analyst — Oct 2023 – Present
UPSS, DL — *New Kondli, DL*
* Developed and maintained SQL-based reporting systems, resulting in a 30% increase in data accuracy and a 20% reduction in reporting time.
* Wrote efficient SQL queries across multiple databases, achieving 95% accuracy and improving operational efficiency by 40%.
* Identified and implemented process improvements using data-driven insights, leading to a 5% increase in efficiency and a 15% cost reduction.

Digital Assist and Plan IT Specialist . — Jun 2022 – Oct 2023
American Express — *Gurugram, HR*
* Analyzed access issue trends using monitoring and quality assurance techniques, leading to a 20% reduction in recurring problems.
* Implemented pre-emptive solutions based on trend analysis, minimizing disruptions and improving user satisfaction by 15%.
* Demonstrated strong customer service skills, achieving a 95% resolution rate for login and password reset issues.

Account Change Specialist — Sep 2019 – Jun 2022
Amazon — *NOIDA, UP*
* Developed comprehensive knowledge of Amazon's products, services, and account management processes.
* Demonstrated adaptability and commitment by working in a 24/7 environment with rotational shifts

Projects

Data Extraction for Text Analysis | *Python, MySQL, Excel, PowerBI* — Mar 2024 – Apr 2024
* Automated website data collection using Python and BeautifulSoup.
* Conducted sentiment analysis on scraped data for decision-making.
* Managed data using Pandas DataFrames and generated insightful Excel reports.

Analysis on Whether Left-Handed People Die Young | *RStudio, R, Statistical Analysis* — Apr 2024 – May 2024
* Gathered relevant datasets containing demographic information and handedness from publicly available sources.
* Conducted descriptive statistical analysis to explore the relationship between handedness and lifespan
* Applied inferential statistical techniques, such as hypothesis testing and regression analysis, to assess the significance of the observed patterns.