

DURGA PRASAD BHANDARI

9910262272 | NOIDA, IN | durgaprsd21@gmail.com | linkedin.com/in/dpb96 | github.com/dpb96

PROFESSIONAL SUMMARY

Emerging Data Analyst with a background in customer service, proficient in Excel, SQL, and occasional Python use. Certified by Google, Microsoft, and LinkedIn Learning. Skilled at leveraging data to enhance decision-making and efficiency.

EDUCATION AND CERTIFICATION

SQL (Basic and Intermediate)

HackerRank (July 2024)

Career Essentials in Data Analysis

Microsoft and LinkedIn Learning (May 2024)

Power BI Essential Training

Learning Excel for Data Analysis

SQL: Data Analysis and Reporting

LinkedIn Learning (May 2024)

Google Data Analytics Professional Certification

Coursera (March 2024)

Dr. A.P.J. Abdul Kalam Technical University

B.Tech ECE (Jun 2015 - May 2019)

Kendriya Vidyalaya

PCM (Apr 2013 - May 2014)

TECHNICAL SKILLS

Languages: SQL (MySQL), R, Python (Occasional Use)

Developer Tools: SQL Workbench, MS Excel, PowerBI Desktop, Jupyter Notebook (Occasional Use)

Libraries (Occasional Use): Pandas, Matplotlib, Plotly

EXPERIENCE (EXCEL AND CUSTOMER SUPPORT)

Marketing and Analyst

Dec 2023 – Present

Uttar Pradesh Security Service

New Kondli, DL

- * Created comprehensive Excel reports to track and analyze deployment of over 500 security personnel across 50+ buildings, complexes, and companies using pivot tables, conditional formatting, and data validation.
- * Designed and implemented data-driven dashboards to track security personnel performance metrics, enabling efficient resource allocation and identifying areas for improvement through data analysis, resulting in a 10% increase in overall patrol efficiency.
- * Ensured accuracy and consistency in security personnel data through rigorous data validation techniques, resulting in a 15% improvement in data accuracy and more efficient workforce management.

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.
- * 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.