

Siddhi Jadhav

Quality Analyst

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SUMMARY

- Detail-oriented Data Enthusiast with a fresh perspective and a drive to make data tell its story.
- Looking to embark on a career as a Data Analyst to apply my strong analytical skills, data visualization expertise, and a love for discovering hidden trends within data.
- Expertise in Excel, SQL, Python, Tableau, Statistics and data analysis.
- Successfully contributed to three business cases: Target SQL, Netflix Data Exploration and Visualization, and AeroFit - Descriptive Statistics & Probability.

SKILLS

- **Technical Skills:** SQL • Tableau • Data Analysis • Python • NumPy • Matplotlib • Pandas • Seaborn • Mutual Funds • Data Visualization • Microsoft Excel • Exploratory Data Analysis (EDA) • Extract, Transform, Load (ETL) • Dashboard • Data Modeling • Auditing • Big Query • Google Collab • Problem Solving • Storytelling • Attention to detail • Statistics • Data Structures • Communication • Leadership • People Management • Auditing • Microsoft Office
- **Languages:** English (Conversational), Hindi (Fluent), Marathi (Native)

EXPERIENCE

Internship Trainee at Scaler • February 2023 – Present

- Successfully contributed to three business cases: Target SQL, Netflix Data Exploration and Visualization, and AeroFit - Descriptive Statistics & Probability.
- Achieved an outstanding **85%** success rate in resolving complex problems, showcasing strong problem-solving abilities

Quality Analyst at Computer Age Management Services Pvt Ltd • January 2023 – Present

- Achieved consistent **0-1%** quality audit variance.
- Spearheaded critical tasks: calibration, dip checks, **RCA**(Root Cause Analysis), Customer Satisfaction(**C-SAT**).
- Produced precise, timely **Excel reports** on key metrics.
- Pioneered agent training to enhance call quality.
- Conducted over **90** monthly feedback sessions, ensuring consistent improvement in service quality.

Business Support Officer at Computer Age Management Services Pvt Ltd • March 2021 – December 2022

- Recognized by Kotak Mutual Fund with commendations and certificates.
- Proficiently **executed SQL queries** to retrieve essential investor and distributor information.
- Consistently ranked within the top **10%** of the team, maintaining a stellar **95%** quality score."
- As a Business Support Officer, effectively addressed and resolved complaints and inquiries from Kotak MF Distributors and Investors via email.

Associate at Tech Mahindra • March 2018 – March 2021

- Received Tech Mahindra's certificate for outstanding performance, recognizing **exceptional contributions to customer service**.
- Expertly resolved SBI Bank's corporate internet banking customer complaints through efficient **SQL database analysis** and UI testing.
- Proactively identified and escalated technical issues, ensuring prompt resolutions.
- Effectively managed payment and merchant transaction challenges.

EDUCATION

Bachelor of Science (B.Sc.), Information Technology • 2015 Pass-out • Uran Education College of Management & Technology: I graduated with a BSc in IT from Mumbai University, achieving an **A grade**.

PROJECTS

Business Case: Aerofit - Descriptive Statistics & Probability • September 2023 – Present

- **Description:** Aerofit, a leading fitness equipment brand, required a data analysis solution to better understand customer preferences for different treadmill models. The goal was to enhance product recommendations for new customers by investigating differences in customer characteristics across product lines.
- **Achievements:**
 - Conducted in-depth descriptive statistics and probability analysis on customer data.
 - Identified key characteristics that correlate with customer preferences for specific treadmill types.
 - Developed data-driven recommendations for product marketing and customer targeting.
- **Project link:** <https://drive.google.com/file/d/1Tsn-ym-SO4L8tRjUGyLEef3Jdz1VjwmV/view?usp=sharing>
- **Google Collaboratory link :** <https://colab.research.google.com/drive/1YY09Jphra3TEf46pR4tL544so1Vprvc0>

Business Case: Netflix - Data Exploration and Visualization • August 2023 – September 2023

- **Description:** Netflix, a renowned media and video streaming platform with over 222 million subscribers globally, sought to gain valuable insights from their vast collection of movie and TV show data. The objective was to inform content production decisions and strategize business growth on a global scale.
- **Achievements:**
 - Conducted in-depth data exploration and analysis of Netflix's extensive library, consisting of over 10,000 movies and TV shows.
 - Identified trends in viewer preferences, helping Netflix understand which genres and types of content are most popular among their subscribers.
 - Geographically segmented the data to provide recommendations on content localization and market-specific strategies.
 - Generated actionable insights for content producers, aiding in the decision-making process regarding future show and movie production.
- **Project link:** <https://drive.google.com/file/d/1fMVAiZhOu3BFcSX-SpfmcTpUoRh2V4wU/view>
- **Google Collaboratory link :** <https://colab.research.google.com/drive/1W1E1BdFStF9XqrGTBZkwc0Vpdi6hMkQz?usp=sharing>

Business Case: Target SQL • March 2023 – March 2023

- **Description:** Target, one of the world's most recognized brands and a leading American retailer, entrusted its dataset of 100,000 orders from 2016 to 2018, originating from Target in Brazil, to a data analyst/scientist for analysis and insights.
- **Achievements:**
 - Conducted a comprehensive SQL analysis of the extensive dataset, uncovering valuable insights into customer behavior and order patterns.
 - Identified key trends, such as peak order times, popular product categories, and customer demographics.

- Provided actionable recommendations to optimize inventory management, enhance customer experience, and drive revenue growth.
 - Developed SQL queries and scripts to facilitate future data analysis and reporting for the organization.
- **Project link:** <https://drive.google.com/file/d/1OEYLLi1YkEpKYR62d-IBSpblhbFSWSTy/view>

CERTIFICATIONS

Scaler DSML (Data Science & Machine Learning) Program • February 2023 – Present

- I gained hands-on experience by working with real datasets on projects built in partnership with top companies.

NISM Series V A: Mutual Fund Distributors Certification • April 2021

- I earned a National Institute of Securities Markets certification with a score of **83**, acquiring knowledge about mutual funds.

HONORS & AWARDS

- Secured 1st position in Chess Competition held in CAMS.
- Received Certificate of Appreciation from Kotak Mutual Fund signed by Kotak Mutual Fund's CEO for exceptional work.

INTERESTS

Chess, Classical Singing, Data Visualization

I hereby declare that all the information given above is true and correct to the best of my knowledge