

# PRAGATI MANGLA

## Data Analyst

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## EDUCATION

PGDM in Banking & Finance

**Symbiosis Centre for Distance Learning**

📅 2017 - 2019

B.com

**Delhi University-SOL**

📅 2014 - 2017

## SKILLS

Microsoft Excel

VLookup

HLookup

SQL

Microsoft Power BI

## CERTIFICATIONS



**SQL Intermediate Hackerrank Skills**

<https://www.hackerrank.com/certificates/532649e08ac7>



**Data Analytics and Visualization Job Simulation issued by Forage**

<https://pdf.ac/1mBgfb>



**Data Visualisation: Empowering Business with Effective Insights**

<https://pdf.ac/mdSda>

## EXPERIENCE

Customer Support Representative

**OKS Group International**

- Capture & verify new business information for the State Business Directory of US
- Maintained accurate & current customer account data with manual form processing & digital information updates
- Updated account information to maintain customer records

## TRAINING / COURSES

**Data Analyst Skillpath in Excel & SQL-Udemy**

**Microsoft Power BI Desktop for Business Intelligence (2023)-Udemy**

## PROJECTS

Customer And Product Analysis using SQL

Analysed sales data to answer following points

- Analysing bestseller
- Customer acquisition cost
- Deciding marketing strategy

Analysing CIA Factbook data using SQL

Analysing demographic information of different countries on earth

- Finding countries with minimum and maximum population growth rate
- Finding outliers like most densely and least densely populated countries
- Finding countries having area and population below average value

Sales Dashboard using Power BI

Analysing & comparison of two sets of data by doing

- Time Series Analysis
- Deliver valuable insights
- Sales Forecasting
- Interactive dashboard creation

Analysing data from a telecommunications provider using Excel

Identifying Customers Likely to Churn for a Telecommunications Provider

- Identified different descriptive statistics and applied to analyze real world data
- Provided appropriate visualization of the analysis