**Megha**

Jamshedpur, Jharkhand,831005

meghakumari619@gmail.com

8210213801

Linkedin url : [linkedin.com/in/megha-m-80a382244](https://www.linkedin.com/in/megha-m-80a382244)

**Objective:**

Aspiring data analyst seeking to leverage my strong foundation in data analysis and business intelligence. I aim to contribute my analytical skills, knowledge of data structures, and marketing technology familiarity to enhance data integration and support informed decision-making.

**Education:**

Bachelor of Science in Computer Science

Biju Patnaik University of Technology Rourkela

Bhubaneswar, Odisha

Year of Graduation : 2015

**Relevant Coursework:**

- Data Analysis and Visualization

- Statistical Methods for Data Analysis

- Data Mining and Machine Learning

- Database Management

- Business Intelligence

**Skills:**

- Data Analysis

- Data Visualization

- SQL

- Excel (Advanced)

- PowerPoint

- Power BI

- Tableau

- Statistical Analysis

- Data Cleaning and Preparation

- Report Generation

- Problem Solving

- Communication Skills

**Projects:**

1.\*\*E-commerce platforms analysis \*\*

- Utilized SQL to extract customer data from a database.

- performed data retrieve and various methods, functions() to gather information.

- Performed clustering analysis to segment customers based on purchasing behaviour.

Project Link : <https://lnkd.in/dTFiTYKn>

2. \*\* Alumni of the Institute\*\*

- performed data retrieve and created a dashboard on excel.

- Compared data or values in the given data set.

- Used python to retrieve some data manipulation.

3. \*\*Report on requirement of Team Hiring\*\*

- Done Data Cleaning and Transformation using Pivot table and Charts for the Report on requirement of Team Hiring.

4. \*\* Analyse Loan Applicant’s data \*\*

- Used VBA codes to get results as per given requirement.

- prepared dashboard through visualizing the data set.

Project link : <https://lnkd.in/d8D-xi3Q>

**Work Experience:**

Organization: Altruist Customer Management India Pvt Ltd

June’19-Nov'20

Role: Business associate (Semi voice):

Being client as Bharati AIRTEL fixed line process(Email) is to take all product related customer support

Handled responsibilities of greeting customers in person and over the telephone and mail as well

Performed the tasks received from customer through mail and prepare/ share the resolution to customer.

Posted and updated payments details of respective accounts and confirm to the customer through mail.

Handled responsibilities of preparing a variety of correspondence and various administrative and clerical duties

Identified customer requirements and passed it to appropriate department like provisioning, retention, and level 2.

Performed the tasks of setting up and maintaining various records, files and registers

Collaborate with immediate team, other customer service teams to ensure overall customer and product satisfaction.

2. Organization: Allsec technology private limited

Dec' 20 - Sep'22

Role : Customer support executive:

Being client as SAMSUNG India Pvt Ltd worked as technical support executive in the department of (EPOS) Electronic point of sale process(Email) is to take all product related customer support

Handled responsibilities of greeting customers in person and over the telephone and mail as well

Performed the tasks received from customer through mail and prepare/ share the resolution to customer.

Handled responsibilities of preparing a variety of correspondence and variouss scheme launch for SAMSUNG products.

Identified customer requirements and passed it to appropriate department like DMSNXT, GMCS and SMARTDOST.

Performed the tasks of setting up and maintaining various records, files and registers.

Collaborate with immediate team, other customer service teams to ensure overall customer and product satisfaction.

Co-ordinating with 3 party for the Samsung Dealer order issue.

• Allocation

•Raising

•Cancelling order management.

I am enthusiastic about bringing my academic background, technical skills, and willingness to learn to a dynamic organization where I can contribute to meaningful data analysis and business intelligence projects. Thank you for considering my application.

[Megha]