

Gokula Krishnan

Chennai, India | [Data Analyst | SQL • Python • Power BI](#)

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Professional Summary

- Computer Science graduate and Google-certified Data Analyst with practical experience in SQL, Python, Power BI, Tableau, and Excel.
- Recognized for reducing call turnaround time by 48% at Justdial and improving ML model accuracy by 20% in a College hackathon.
- Strong in analytical problem-solving, statistical analysis, business performance tracking, and customer experience insights. Excellent communication skills, attention to detail, analytical thinking, and leadership.

Technical Skills

Languages: Python, SQL, R (basic)

Technologies & Tools: Excel, Power BI, Tableau, Google Sheets, Jupyter Notebook, VS Code, Git, GitHub

Libraries & Frameworks: Pandas, NumPy, Matplotlib, Seaborn, Scikit-learn, Plotly

Databases & Cloud: MySQL, PostgreSQL, Google BigQuery, Google Cloud Platform, AWS S3 (basics)

Certifications

Google Advanced Data Analytics Certificate

Google Coursera | July 2025

[Verify Credential](#)

Education

M.A.M College of Engineering, Trichy

Aug 2020 - Jun 2024

B.E. in Computer Science and Engineering

CGPA: 8.22/10

Relevant Coursework: Object-Oriented Programming, Databases, Discrete Math, Data Structures and Algorithms.

Portfolio Projects

Coffee Sales Dashboard (Excel, Tableau)

Jan 2025 - Feb 2025

- Built an interactive dashboard using 12K+ rows of fictional sales, customer, and product data to visualize coffee trends.
- Used slicers and KPIs to analyze order volume, top customers, and sales by country with filters for roast type, size, and loyalty status. [View Dashboard](#)

Capstone: Waze Customer Churn Prediction (Google Advanced Data Analytics Certificate)-scikit-learn *May 2025 - Jun 2025*

- Analyzed 15K+ user records from Waze to predict churn using EDA, hypothesis testing, and regression techniques.
- Achieved 81% accuracy on test data; improved F1-score by 23% with XGBoost over logistic regression for better churn prediction. [View Dashboard](#)

Netflix Movies & Web series Analysis (SQL)

Mar 2025 - Apr 2025

- Analyzed 9K+ records to answer 15+ business questions on content type, ratings, countries and durations.
- Used advanced SQL queries (CTEs, window functions, unnesting) to extract insights for content distribution, audience targeting, and keyword-based classification. [View Dashboard](#)

London Bike Rides Analysis (Python - Pandas, Seaborn, Plotly)

May 2025 - Jun 2025

- Performed exploratory analysis on 18K+ ride records using Python and built a Tableau dashboard with interactive filters and dynamic moving averages.
- Enabled trend and weather-based insights through a range-selectable line chart and a temperature vs. wind speed heatmap. [View Dashboard](#)

Professional Experience

Justdial, Chennai

Mar 2025 - May 2025

IRO (Inquiry Retrieval Officer)

- Handled 400+ daily inbound customer calls at Justdial with 100% attendance, reducing average turnaround time by 48% (1.05 mins to 0.55 mins).
- Consistently exceeded performance targets by resolving more queries than peers, boosting customer satisfaction.

Awards & Achievements

• **Runner-up – Inter-College Hackathon**

Nov 2025 - Dec 2024

M.A.M College of Engineering, Trichy – developed an image captioning model that reduced prediction error by 20%