Hardeep SIngh

Hardeep SIngh

Sydney, Australia 2148   ☎ 0421572438   ✉ hardeep4151@gmail.com   in www.linkedin.com/in/hardeep-singh-dhillon

A highly proficient Data Analyst with a keen eye for detail and a solid background in statistics, analytics, data visualization, and management. Skilled in leveraging tools such as Python, SQL, and Excel to extract, clean, and analyze intricate datasets effectively. Demonstrated experience in crafting insightful reports and intuitive dashboards that inform strategic decision-making processes. Possesses exceptional communication abilities, capable of articulating complex technical findings to non-technical stakeholders with clarity and precision. Collaborative by nature, adept at working alongside diverse teams to comprehend business requirements and deliver actionable, data-driven insights. Committed to continuous improvement and optimization, consistently seeking avenues to enhance processes. Dedicated to upholding data integrity and ensuring the accuracy of analytical outcomes. Enthusiastic about contributing analytical prowess to propel business success and foster innovation.

Skills

- Demonstrated technical problem-solving and troubleshooting skills, with the ability to quickly understand, summarize and communicate issues.
- Ability to work independently with minimal supervision, proactively identifying risks and seeking guidance efficiently.
- Strong organizational and multitasking abilities, ensuring prompt action on requests.
- Customer service-oriented with a professional demeanor, focusing on understanding and meeting customer needs.
- Ability to build and maintain key relationships with business partners.
- Expert in Microsoft Power BI analysis and data visualization, transforming complex data sets into clear, actionable insights.
- Proficient in utilizing Microsoft Power BI for advanced reporting, dashboard creation, and interactive data visualizations and data solutions.

Programming language: Python (Pandas, NumPy, Matplotlib, Seaborn), C, C++, SQL
Platforms: Amazon AWS Cloud, Microsoft Power BI (DAX query),GitHub.
Applications: Microsoft 365 Office, Microsoft Excel skills (Pivot table, VLOOKUP etc.)

Projects

Music Store Analysis-SQL Project– Personal Project

- Created a dashboard with Power Bi to get Insite between different country and regions population
- Transformed and processed data by using DAX and Excel to ensure data completeness and validity
- Gained technical insights on how the population changing throughout the years and did the comparison on the bases of gender
- Created different Visuals in the report to get insides and compare data according to different aspects

world population growth Analysis Power Bi– Personal Project

- Utilized SQL to extract data from different related tables from customer sales databases using JOIN and VIEW
- Transformed and filtered data by using aggregating and filtering function to improve reporting process
- Loaded and visualized data with Power BI to identify key business intelligences that can improve sales performance

Vrinda Store Data Analysis excel– Personal Project

- Utilized excel to extract useful information in form of visuals using different excel functions and statistical methods
- Transformed and filtered data by using aggregating and filtering function to improve reporting process
- Loaded and visualized data with Slicers to identify key business intelligences that can improve sales performance

Customer Sales Analysis – Personal Project

- Used SQL to extract data from 8 different related tables from customer sales databases using JOIN and VIEW
- Transformed and filtered data by using aggregating and filtering function to improve reporting process
- Loaded and visualized data with Python to research key business intelligences that can improve sales performance

Work Experience

● **IT Desktop Support**– Border Express – Sydney Australia   *Apr 2022 – Till date*

- Acted as a technical focal point for companywide peer support and ensuring timely, accurate, and effective solutions for their hardware and software issues.
- Utilized trace analysis, and debugging skills, along with proprietary tools, to analyze problems and develop tailored solutions. This often involved collaborating with peers, escalations, and management.
- Documented technical work and advocated for product enhancements to improve the overall service delivery. Acted as a liaison with internal development teams to address client pain points.
- Conducted regular maintenance and updates on computer systems, including installing patches, updates, and security software.
- Configured and monitored security systems, such as antivirus software, intrusion detection/prevention systems, and log management tools.
- Managed user access control, including user account creation, permissions, and password management.

● **Team Member**– CH2 – Sydney Australia   *Jun 2019 - Apr 2022*

- Dealing with customers related to their order
- Making sure all the orders are sent at the end of the work
- Creating a new database for new products and entering it into the system
- Maintained accurate records of office supplies inventory and placed orders as needed
- Assisted in the preparation of reports and other administrative tasks.

● **Network Engineer** – IGT India   *Nov 2016 - May 2019*

- Improved network performance by identifying and resolving bottlenecks, optimizing configurations, and implementing best practices.
- Designed and deployed scalable network infrastructure for increased efficiency and reliability.
- Reduced downtime with proactive monitoring of network devices and rapid troubleshooting.
- Delivered end-user compliance by troubleshooting connectivity issues and providing guidance on the proper usage of networking equipment.
- Analyzed, troubleshot, and enhanced network performance to drive efficiency with quantitative r research.
- Maintaining and enhancing of IT systems including servers, networks, and desktop infrastructure for the company.

● **Network Support Engineer** – Pinnacle India   *Aug 2014 - Oct 2016*

- Diagnosed network problems involving a combination of hardware, software, power, and communications issues.
- Drafted post-mortem documentation analyzing instances of network system failures and detailing required repair and restoration efforts.
- Managed and administered load balancing and integration tasks for networks, routing and shaping traffic to reduce service interruptions and network strain.
- Improved overall user experience through support, training, troubleshooting, improvements, and written communication with system changes.

Education

Bachelor of Technology (Computer Science And Engineering)– Maharshi Dayanand University – India

Licenses & Certifications

- **AWS Certified Solutions Architect** - AMAZON Certification IT Exam Issued Dec 2023 - Expires Dec 2026 466736664 https://www.credly.com/badges/1dca6e2a-1966-4fe6-89c7-9a0b85109161/public_url
- **Foundations: Data, Data, Everywhere** - Coursera UCNPACKWRY7Z
- **Ask Questions to Make Data-Driven Decisions** - Coursera UF4B9YNL66M7
- **Microsoft Power BI** - **The Practical Guide** – Udemy

References

- Available upon request.