Himani Singh

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I have positive approach and great potential to make valuable contribution to an organization. I am proficient in MS-SQL, Power BI, Advance Excel, Python, Data visualization and Analysis and I am seeking an opportunity to showcase these skills by joining an organization and provide my best services for business growth.

Skills

Technologies: Advance SQL, Microsoft Power BI, Advanced Excel, Python, Data Visualization, Dashboards, Report Generation, Jupyter Notebook, MS-SQL Linear Regression, Machine Learning, Performance Management, Strategic Goal Setting , Agile Methodologies, Client & Stakeholder Management, Resource Allocation

Education

University of Delhi:	M.sc. (Computer Science)	2014 – 2016
University of Delhi:	B.sc. (H) Computer Science	2011 – 2014
A.I.S.S.C.E:	C.B.S.E : Percentage- 89.6%	2010
A.I.S.S.E:	C.B.S.E : Percentage- 91.4%	2008

Experience

Specialist, Chegg India Pvt. Ltd.   2024 onward

- Managed a team of 10 quality analysts, achieving a 95% on-time quality check rate using advanced reporting tools .
- Collaborated with 5 key stakeholders and 3 partners, increasing project efficiency by 20% and maintaining a high-quality standard.
- Analyzed AWS reports, identifying a 15% improvement opportunity in vendor QC scores. Provided actionable insights that led to a 10% increase in quality metrics.

Process Expert, Chegg India Pvt. Ltd.   2021 – 2023

- Managed 4 vendor programs, acting as the primary contact for 1 internal team and 4 external vendors, ensuring smooth program execution.
- Resolved issues by implementing data-based solutions, streamlining processes by 30% using Excel and Power BI.
- Created and presented dashboards, enhancing SME efficiency rates by 25% and improving team quality understanding by 30%.

Senior Subject Matter Expert, Chegg India Pvt. Ltd.   2019 – 2021

- Reviewed and improved the quality of textbook solutions, ensuring a 98% accuracy rate.

Subject Matter Expert, Chegg India Pvt. Ltd.   2017 – 2019

- Developed technical solutions for US-based students, resolving 95% of their queries.
- Trained 20 new subject matter experts, developing team plans that resulted in a 30% improvement in quality solutions.

Achievements

- Received the **Star Performer** award for **H1-2024, H1-2020**, **H2-2017** at Chegg.
- Promoted to the position of **Senior SME (2019-2021)** and then **Process Expert (2021-2024), Specialist (2024 onwards**
- Received **'STUDENT OF THE YEAR'** award by **THE TIMES OF INDIA** for **excellence in academics. Consistent Scholar** in school and received scholarship.

Projects

MS-Excel

- Created dashboard analyzing Consumer complaints from different companies belonging to different products, time taken to resolve those complaints, trends of Complaints (yearly and monthly)

MS-SQL

- Worked on MS-SQL server and My-SQL server to extract data belonging to Retail Store using SQL queries to understand consumer behavior.
- Analyzed the data of mobile manufacturer using SQL queries where the database contained details related to customers, their transactions, location, phone model, manufacturer details.

Customer Spent Prediction | Linear Regression

- The purpose of the project was to build a model that analyzed and understood the driving factors for total spend of both primary and secondary credit cards by customers using linear regression analysis.
- Tools Used: Jupyter Notebook

Credit Card Segmentation | Classification

- The objective of this project was to predict the customer behavior of about 9000 active credit card holders during the last 6 months. The marketing strategy was defined by developing a customer segmentation profile using K-means cluster and factor analysis. The derived KPIs were used to gain insights on the behavioral segments of credit card customers
- Tools Used: Jupyter Notebook

Sales Analysis

- This report gave an overview of Sales quantity and return quantity across different years and months, distributors. It also showed the top 10 products as per return quantity.
- The report also displayed an overview of Sales monetary value and return value across different years and months, distributors on toggle of a button.

Linkedin Analysis

- Created dashboard to analyze my Linked In profile metrics. It was a customized dashboard that would help in tracking the performance of my Linked In posts.
- The important KPIs used in the dashboard were: Impressions, Engagements and Follower counts across time along with my top performing posts and demographics of my followers on LinkedIn.

Certifications

- Microsoft Power BI Certification Training : PWC Academy (2024)
- Data Visualization and analytics (Analytix Labs- 2022)
- Data Science Using Python (Analytix Labs-2019)
- Excel Skills for Business (Coursera)