

# Ahan Mondal

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## EDUCATION

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### Kalinga Institute of Industrial Technology

*Bachelor of Technology in Computer Science*

Bhubaneswar, Odisha

*Aug. 2023 – May 2027*

### Salt Lake School

*Primary to Higher Secondary*

Salt Lake , CA Block, Kolkata, West Bengal

*Aug. 2008 – March 2023*

## PROJECTS

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### Customer Operations Analytics Dashboard | *Python, Pandas, Jupyter, Power BI*

Nov. 2025 – Dec. 2025

- Built an end-to-end customer operations analytics pipeline to process and analyze 20K+ customer support tickets for operational insights and KPI reporting.
- Cleaned, transformed, and structured raw support data into analysis-ready datasets to support workflow optimization and operational reporting.
- Analyzed ticket priority, queue distribution, issue types, and customer segments to identify workload patterns and support resource allocation decisions.
- Created standardized operational datasets for dashboarding to enable data-driven decision-making in customer service operations.
- Applied analytical techniques to convert unstructured ticket information into actionable business insights supporting process improvement initiatives.
- Designed data structure suitable for KPI dashboards tracking service workload, issue categorization, and operational efficiency metrics.

### Sales Performance and Incentive Analytics | *Python, Pandas, SQL, Power BI, Excel*

Jan. 2026 – Present

- Built a sales performance analytics system to evaluate revenue trends, sales efficiency, and incentive structures using data-driven analysis.
- Analyzed sales datasets to identify high-performing segments and generate insights for performance optimization and business reporting.
- Designed KPI metrics for monitoring sales performance, incentive effectiveness, and operational productivity.
- Applied SQL and Python-based data processing to aggregate and transform sales data for analytics and dashboard visualization.
- Developed structured datasets enabling dashboard reporting for management decision-making and operational planning.
- Generated actionable insights supporting process improvement and incentive strategy optimization using analytical modeling.

### Process Optimization and Workflow Analytics | *Python, Pandas, SQL, Power BI*

Jan. 2026 – Present

- Analyzed operational workflows to identify process bottlenecks and inefficiencies using data-driven analysis techniques.
- Designed and optimized workflow pipelines to improve operational efficiency and support data-driven decision-making.
- Built analytics-ready datasets to monitor process performance, workload distribution, and operational KPIs.
- Applied Python and SQL-based data transformation to standardize workflow data for reporting and dashboard visualization.
- Developed dashboards to track process performance metrics and support continuous improvement initiatives.
- Generated actionable operational insights to enhance workflow efficiency and resource allocation strategies.

## TECHNICAL SKILLS

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**Languages:** Java, Python, C/C++, SQL (Oracle), Shell Script, YAML

**Frameworks:** Pandas, NumPy, Power BI, Jupyter Notebook, Git

**Developer Tools:** Git, Vim, VS Code, Jupyter, Excel, CSV Data Processing

**Libraries:** pandas, NumPy, Matplotlib, Scikit-learn