

Ishika Jain

Data Analyst

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Profile

Data Analyst with hands-on experience in SQL, Python, and Power BI, specializing in dashboard development, data automation, and deriving actionable business insights from large datasets. Skilled in data cleaning, exploratory data analysis (EDA), and KPI development to support data-driven decision-making.

Education

Bachelor of Technology in Computer Science and Engineering (Data Science)

Teerthankar Mahaveer University

Aug 2022 – Present

Moradabad, Uttar Pradesh

- Expected Graduation: 2026

Senior Secondary (PCM)

Priyanka Modern School

Apr 2020 – Mar 2022

Dhampur, Uttar Pradesh

Internships

EliteTech

Python Developer Intern

May 2025 – July 2025

- Automated data preprocessing using Python (Pandas, NumPy), reducing dataset cleaning time from 45 minutes to 10 minutes.
- Developed reusable ETL pipelines, improving processing efficiency by 35%.
- Ranked in the top 5% of interns for code quality, optimization, and turnaround time.

TCS iON

Data Analyst Intern

June 2024 – September 2024

- Designed Power BI dashboards analyzing 1,000+ survey responses to enable KPI-driven customer satisfaction monitoring.
- Automated Excel workflows using VLOOKUP and Power Query, reducing manual effort by 25% and saving 6+ hours weekly.
- Analyzed 20,000+ application usage logs to identify drop-off patterns and low-engagement cohorts.

Projects

Credit Card Analysis Dashboard | *SQL, Power BI* | GitHub

- Analyzed 1,200+ customer records to identify churn drivers, spending behavior, and service quality trends.
- Developed 7+ DAX measures including NPS, retention rate, and average spend for executive reporting.
- Delivered insights that increased campaign CTR by 18% and improved customer onboarding satisfaction.

Customer Survey Satisfaction Dashboard | *Excel, Power BI* | GitHub

- Processed and analyzed 1,000+ survey responses to build an end-to-end Power BI dashboard.
- Automated data cleaning and reporting, reducing manual effort from 3 hours to 10 minutes.
- Identified key service improvement areas, increasing satisfaction accuracy by 32%.

Vrinda Store Sales Analysis | *Excel* | GitHub

- Cleaned and analyzed 10,000+ sales records to handle missing values, outliers, and inconsistencies.
- Created pivot dashboards highlighting seasonal trends, top-performing SKUs, and customer segments.
- Proposed targeted marketing strategies that boosted product revenue by 14%.

Technical Skills

Programming & Query Languages: SQL (CTEs, Joins, Window Functions), Python (Pandas, NumPy)

Data Visualization & BI: Power BI (DAX, Power Query), Excel

Analytics & Methods: Data Cleaning, Exploratory Data Analysis (EDA), KPI Development, Reporting

Tools & Platforms: VS Code, GitHub, Power BI Service