

# LAKSHIT SHARMA

Microsoft Certified: Data Analyst Associate

A professional with over 2.5 years of corporate experience in Operations & Outsourcing domain.

As a continuous learner, I'm always eager to learn new skills and upgrade myself.

## Skills

Power BI SQL Python DAX

Data Visualization Ms Excel

NumPy pandas Matplotlib

Web Development Flask

HTML CSS Bootstrap

Multi Tasking Time Management

## Education

2020 - 2022 | NMIMS Global School  
**PGDM (MBA) in IT**

2016 - 2019 | IITM Janakpuri (CGSIPU)  
**Bachelor of Computer Application**

2015 - 2016 | Vishal Bharti School  
**Commerce with IT (12th Standard)**

## Contact

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Portfolio: [LakshitSharma99.github.io](https://LakshitSharma99.github.io)

GitHub: [github.com/LakshitSharma99](https://github.com/LakshitSharma99)

## Work Experience

iEnergizer, Noida | June 2021 - Nov 2021

**Senior Executive (Moderation) | Roblox US**

- Responsible for moderating all content user uploaded on Roblox platform like images, videos, audio files, or any game's graphics, etc.
- Part of a team that work to prevent inappropriate content from being shown in the Roblox platform.
- Content is immediately flagged as abusive, hidden from the community.

Concentrix, Gurgaon | June 2019 - June 2021

**Senior Executive (Operations) | Uber US & Canada**

- Responsible for resolving Uber's Rider's, Driver's, Delivery Partner's and Eater's queries and providing resolution accurately over email and chat.
- Responsible for providing product support to team members and new hires.
- Analyzing the past performance of each team member then provides feedback or coaching accordingly.

## Certifications & Achievements

- Microsoft Certified: Data Analyst Associate**  
Jan 2021 | Microsoft
- Microsoft Power BI Desktop for Business Intelligence**  
Dec 2021 | Maven Analytics via Udemy
- SQL for Data Analytics & Business Intelligence**  
Dec 2021 | 365 Careers via Udemy
- Data Analytics Essentials**  
Dec 2021 | IBM via Coursera
- Microsoft Excel: Beginner to Advanced**  
April 2021 | Office Newb via Udemy
- Top Performer on Highest Quality Score  
**Dec 2019** | Received **Certificate of Appreciation** from Director, Operations Management - Concentrix
- Top Performer on Highest Quality Score  
**Nov 2019** | Received **Certificate of Appreciation** from Delivery Leader, Operations Management - Concentrix
- Top Performer on Customer Satisfaction  
**Oct 2019** | Received **Certificate of Appreciation** from Delivery Leader, Operations Management - Concentrix