

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
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

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