

Skills

- ✓ **Data Analytics & Visualization:** SQL (Joins, CTEs, Window Functions) | Python (Pandas, NumPy, Matplotlib, Seaborn) | Power BI (DAX, Power Query) | Excel (Pivot Tables, Lookups, Charts)
- ✓ **Business Intelligence:** Dashboard Development | KPI Tracking | Trend & Variance Analysis | Data Modeling | Interactive Reporting | Data Storytelling
- ✓ **Data Processing:** Data Cleaning | ETL Pipelines | Data Wrangling | Data Transformation | Structured & Unstructured Data Handling
- ✓ **Programming & Scripting:** SQL Scripting | Python for Data Analysis | VBA for Automation | Data Extraction | Query Optimization
- ✓ **Soft Skills:** Effective Communication | Stakeholder Collaboration | Analytical Thinking | Problem-Solving | Time Management | Attention to Detail

Data-Driven Professional Summary

Results-driven Data Analyst with hands-on experience in data visualization, business intelligence, and database management. Proficient in SQL, Python, Power BI, Excel, and DAX, with a strong foundation in data cleaning, ETL processes, and KPI analysis. Skilled in leveraging Python for data analysis and transformation to drive actionable insights. Experienced in creating interactive dashboards, tracking performance metrics, and automating workflows to enhance decision-making and operational efficiency. Adept at handling large datasets, identifying trends, and delivering Quantitative solutions. Seeking an entry-level Data Analyst role to apply expertise in data modeling, reporting, and analytical problem-solving in a dynamic business environment.

Projects

Atliq Hardware Business Analysis (Power BI, SQL)

- Developed end-to-end interactive Power BI dashboards to track sales, revenue, and profit KPIs across regions and product categories.
- Used advanced DAX measures and Power Query for data transformation, relationship building, and performance optimization.
- Wrote optimized SQL queries to extract, clean, and integrate large datasets from normalized databases for reliable reporting.

Atliq Hardware Ad-Hoc Insights (SQL)

- Solved 10+ real-world business questions using SQL techniques like JOINS, CTEs, Window Functions, GROUP BY, and filtering conditions.
- Conducted in-depth data analysis using SQL to uncover regional trends, revenue patterns, and product performance insights for strategic decision support.

Customer Support Performance Analysis (SQL, Excel, Power BI)

- Created Excel-based and Power BI reports to monitor sales performance vs targets, including market-wise breakdowns and KPIs.
- Executed SQL queries to build fiscal P&L statements and analyze profitability by month, segment, and customer category.
- Interpreted financial and sales data to identify trends, optimize discount strategies, and improve market growth targeting.

Work Experience

Customer Service Representative iEnergizer, Bengaluru | Aug 2023 – Nov 2024

- Performed **Evidence-Based account analysis** to investigate login issues, IP fluctuations, and fraudulent activities.
- Created **Excel reports** to track customer issues, identify patterns, and improve response time.
- Collaborated with teams to report **security threats** and provide data-backed solutions.

Customer Service Representative: Altruist Technologies, Bengaluru | Apr 2022 – Feb 2023

- Resolved **customer queries** for Airtel Black services, addressing billing and connectivity issues using **Excel** to track complaints, identify trends, and generate reports.
- Monitored **performance metrics** to reduce resolution time by 15%, reduce resolution time, and drive **process improvements**.

Education & Certifications

- **B.Tech in Electrical and Electronics Engineering | MITS College, Bhopal | 2021**
- [Get Job Ready: Power BI Data Analytics 3.0](#) | Codebasics | Jan 2025 | ID: CB-49-457378 Skills: Power BI, DAX, Data Visualization, ETL, Dashboard Automation, KPI Metrics, Business Intelligence
- [SQL Beginner to Advanced For Data Professionals](#) | Codebasics | Feb 2025 | ID: CB-50-457378 Skills: SQL, Query Optimization, Data Warehousing, Performance Tuning, Data Governance, ETL
- [Excel: Mother of Business Intelligence](#) | Codebasics | Jan 2024 | ID: CB-51-457378 Skills: Advanced Excel, Financial Modeling, Data Cleaning, Pivot Tables, Business Reporting, Statistical Analysis