Contact

parishaahmed100@gmail.com

www.linkedin.com/in/
nushrateahmed (LinkedIn)
github.com/nushratea/Project-Data
(Portfolio)

Top Skills

Python (Programming Language)
R (Programming Language)
Pivot Tables

Languages

Bangali

Hindi

Urdu

English

Certifications

AWS Certified Database – Specialty

Analyzing and Visualizing Data with
Microsoft Power BI

Data Analysis with R

Microsoft Certified: Azure
Fundamentals

Create Social Media Dashboards in
Tableau

Honors-Awards

Advanced Information Technology
Diploma

Bachelor's in Information Technology

Nushrate J Ahmed

Data Analyst
Woodbridge, Virginia, United States

Summary

I am an accomplished Data Analyst with six years of extensive
experience analyzing and interpreting complex data sets to drive
informed and strategic business decisions. My analytical skills
complement my background as a proficient Web Developer, where I
have honed my expertise in Project Management, Customer Service,
Microsoft Office, Leadership, and Collaborative Teamwork.

I hold a Bachelor's degree in Information Technology, enriched by a
minor in Psychology. My academic journey has been marked by a
dual concentration in Multimedia/Web Development and Database
Management, equipping me with a robust and versatile skill set.

Throughout my career, I have demonstrated a strong ability to
manage and execute projects efficiently, deliver exceptional
customer service, and lead teams toward achieving organizational
goals. I can utilize data to uncover insights, streamline processes,
and enhance operational efficiency.

I am currently seeking opportunities to further develop my skills and
make a meaningful contribution to an innovative and forward-thinking
organization. My goal is to leverage my analytical and technical
expertise to drive impactful results and foster continuous growth.

Experience

U.S. Department of the Treasury
Desktop Technician
October 2023 - Present (1 year)
Washington DC-Baltimore Area

Managed service requests by analyzing user needs and prioritizing issues to
ensure timely resolution and effective escalation as needed.

Enhanced user satisfaction by achieving first-call resolution (FCR) for common technical issues through data analysis and problem-solving techniques.

Utilized ServiceNow to record, track, and analyze incidents, ensuring proper escalation to Tier 2 support when necessary to improve service delivery metrics.

Facilitated account management through data management practices, including modifying user profiles, setting up accounts and managing distribution lists and security groups for optimized communication.

Created and updated technical documentation and standard operating procedures, ensuring accurate data governance and knowledge sharing within the team.

Brightech
Data Analyst
July 2023 - September 2024 (1 year 3 months)
Manassas, VA

Revolutionized Data Processes: Led the creation of automated ETL scripts, achieving a 50% reduction in manual data entry and significantly enhancing operational efficiency. These improvements streamlined workflows, saving valuable time and resources.

Insight-Driven Analysis: Expertly utilized SQL and R to conduct comprehensive analyses on large datasets. This analysis unveiled critical insights that directly contributed to a 10% increase in campaign effectiveness, driving better strategic decisions and outcomes.

Engaged in Data Visualization: Played an instrumental role in designing and developing an advanced data visualization tool. This innovation resulted in a 15% boost in stakeholder engagement and understanding of complex data insights, facilitating more informed decision-making.

Streamlined ETL Pipeline Development: Actively contributed to the design and optimization of robust ETL pipelines. These efforts ensured seamless data integration, significantly improving data quality and accuracy, and enhancing the overall reliability of data-driven processes.

PoriJewels

Jewelry Business Owner & Social Media Manager
January 2021 - September 2024 (3 years 9 months)
Woodbridge, Virginia, United States

Sourcing and Exporting: Collaborated with private overseas vendors to import traditional jewelry, enhancing product variety and market reach.

Digital Marketing: Leveraged Instagram as a primary platform to showcase products, resulting in significant follower growth from 5 to over 2,000 in just 5 months through targeted promotions, including giveaways and discount sales.

Order Management: Efficiently tracked 100-200 weekly orders using Google Sheets, ensuring accurate inventory management and order processing.

Customer Communication: Engaged with customers across various states to facilitate order placement and provide updates on current orders, enhancing customer satisfaction and retention.

Inventory Management: Maintained detailed personal inventory records via spreadsheets, streamlining operations and enabling timely communication regarding personalized products and new order inquiries.

ServiceNow
Data Analyst
August 2022 - June 2023 (11 months)
Springfield, Virginia, United States

Collaborated closely with project managers to comprehend and focus on their analytics requirements, including key performance indicators and metrics, and provided relevant decision-makers with actionable insights.

Analyzed data proactively to find answers to important issues. Paid attention to what drives business success and look into and share the areas that require productivity and efficiency improvements.

Used data interpretation and analysis, to create and manage dynamic, rich visuals that include reporting elements derived from many data sources.

Defined and practiced the logic for data collecting and integration, and chose the right tools and methods from the specified technology stack to guarantee the best possible scalability and performance of the finished product.

Created and managed databases by gathering information from primary and secondary sources.

Wrote scripts that improved the flexibility and scalability of data evaluation procedures for different datasets.

Consumer Financial Protection Bureau
Service Desk Specialist
March 2021 - July 2022 (1 year 5 months)
Washington, District of Columbia, United States

Provided comprehensive technical support to users regarding Consumer Financial Protection Bureau (CFPB) authorized hardware, PC operating systems (Microsoft Windows and MacOS), and standard desktop applications, ensuring effective use of CFPB-managed tools and peripherals.

Evaluated and prioritized incoming requests for assistance via telephone, email, and in-person, effectively addressing issues related to hardware, software, networking, and computer-related technologies, contributing to enhanced user productivity.

Conducted problem recognition, research, isolation, and resolution of routine user problems, and escalated more complex issues to senior technical staff, ensuring timely and effective problem resolution.

Monitored ticket assignments and ensured user issues were addressed and resolved to satisfaction, leveraging data tracking to identify trends and inform decision-making.

Resolved service requests by troubleshooting user issues on ServiceNow, collecting and analyzing data to identify opportunities for system improvements and user training.

US Department of Agriculture (USDA) Agricultural Research Service (ARS)
Data Migration Specialist
February 2019 - January 2021 (2 years)
Washington DC-Baltimore Area

Collaborated with clients and cross-functional teams to analyze existing infrastructure and applications for migration to Azure, identifying key data points for assessment and improvement.

Managed end-to-end migration projects by conducting thorough data discovery and assessment, planning migration timelines, testing data integrity, and overseeing deployment processes.

Leveraged Azure migration tools and services to facilitate the efficient migration of applications, databases, and workloads, ensuring data accuracy and compliance throughout the process.

Ensured seamless integration of migrated systems with Azure services, utilizing analytical techniques to monitor performance and optimize system functionality.

Maintained a comprehensive database for tracking data migration processes and referencing historical data via SharePoint, enhancing transparency and accessibility of information for stakeholders.

C2 Educational Centers
Data Analyst
December 2017 - June 2020 (2 years 7 months)
14011 Noblewood Plaza, Woodbridge, VA 22193

Organized Client Data: Developed an efficient organization system by creating databases and structuring file management processes to enhance accessibility and streamline client information retrieval. Collaborated with team members to communicate system changes and provided training to ensure smooth adoption of new technologies.

Budget and Inventory Management: Analyzed and managed the site budget, ensuring alignment with organizational goals, while maintaining accurate inventory records to optimize resource allocation and utilization.

Customer Interaction: Engaged with prospective customers to promote test brochures and additional services, addressing inquiries and providing data-driven insights to enhance customer understanding and satisfaction.

Student Relations: Maintained communication with approximately 100 prospective students weekly, guiding over 75 students through the admission process and serving as the primary contact for those interested in transferring or customizing their educational programs.

Administrative Support: Provided data-driven administrative support to the Center Director, managing communications, directing phone inquiries, and scheduling appointments to facilitate operational efficiency.

Virginia Workforce Center
Customer Support Data Analysis Intern
June 2017 - October 2017 (5 months)
13370 Minnieville Rd, Woodbridge, VA 22192

Assisted in analyzing customer call data to identify trends and patterns in queries and concerns, contributing to enhanced customer satisfaction.

Utilized conflict resolution skills to de-escalate situations involving dissatisfied customers, providing support and documenting outcomes for future reference.

Conducted outreach to clients and customers, gathering feedback on new products, services, and policies to inform data-driven decision-making.

Analyzed call interactions to identify areas for improvement in troubleshooting processes and user navigation on the company website.

Collaborated with call center teams to develop data-driven strategies for improving customer service and overall performance.

Assisted in the training of new employees by sharing best practices in data management and customer relationship management systems.

Education

George Mason University
Bachelor's Degree, Information Technology · (August 2016 - May 2021)

Northern Virginia Community College
Associate's Degree, General Studies AS · (2013 - 2016)

Forest Park High School
High School, Information Technology · (2009 - 2013)