

# Piyush Mishra

## Data Analyst

Data Analyst with 1+ years of experience, skilled in data collection, cleaning, and analysis. Proven ability to extract insights from complex datasets and translate them into actionable recommendations. Expertise in data visualization tools like Tableau, PowerBi, and Excel for clear and impactful communication. Strong understanding of statistical methods, data mining techniques, and data extraction using SQL. Passionate about using data to drive informed decision-making and improve business performance.

### PROFESSIONAL EXPERIENCE

#### Process Manager Data Analyst, IndiaFilings

Navi-Mumbai , Feb 2024 - Present

- **Data-Driven Process Optimization:** Leveraged data analysis to identify and implement process improvements, leading to increased sales and improved customer service. Collaborated with cross-functional teams to streamline workflows and enhance operational efficiency.
- **Actionable Insights:** Analyzed sales, churn, and credit data to provide the CEO and business head with actionable insights. Developed data-driven recommendations to optimize sales strategies and improve customer retention.
- **Technical Expertise:** Proficient in SQL, Excel, and Tableau for data querying, manipulation, and visualization. Possesses a strong understanding of statistical analysis and data cleaning techniques.
- **Effective Communication:** Regularly presented data-driven reports and insights to the CEO and business head. Effectively communicated complex data findings to both technical and non-technical audiences.

#### Customer Success Associate , magicpin

Remote , Aug 2021 - Jun 2022

- Managed and coordinated a team of 40 members, achieving a notable 62.5% reduction in average ticket resolution time from 40 minutes to 15 minutes, leading to a substantial increase in customer satisfaction
- Applied SQL and Excel to conduct ACPT analysis, revealing actionable insights significantly improving team productivity and efficiency.
- Contributed actively to the creation of workflow and standard operating procedures for a newly established fashion department, resulting in streamlined operations and a 30% improvement in task completion time.

#### Business Development Associate

Ranchi , Nov 2020 - July 2021

- Client relationship development and management, increasing sales by up to 6%.
- Strategic formulation of online marketing approaches for product and service promotions. Proven track record of fostering client connections to drive successful business outcomes.

### EDUCATION

#### Bachelors of Business Administration (BBA), Finance

Ranchi College  
2017 - 2020

### SKILLS

- Advanced Excel
- SQL
- Tableau
- PowerBi
- Python
- Data cleaning and analysis
- Data visualization
- Forecasting
- Dax
- Leadership
- Problem solving
- Google sheets
- Pandas and Numpy
- Scikit-Learn
- Matplotlib & Seaborn

### CERTIFICATIONS

#### Predictive Analytics

IIM Bangalore  
2023

**Analyzing and Visualizing  
Data with Microsoft Power BI**  
PWC  
2023

**Analyzing and Visualizing  
Data with Microsoft Power BI**  
KPMG  
2023

**Full Stack Data Science  
(Coursework completed;  
Certification pending)**

Almabetter



Portfolio Website



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## Projects

### Rossmann Sales Prediction (Regression Project, Python)

- Implemented various models, including Decision Tree, Gradient Boosting, Ridge, Linear Regression, Lasso, AdaBoost, Elastic Net, and XGBoost.
- Achieved outstanding predictive accuracy with metrics\_xgb\_model, attaining an R score of 0.980.
- Effectively minimized prediction errors, as indicated by a low RMSE of 462.73 for metrics\_xgb\_model.
- Showcased proficiency in diverse models, including metrics\_decision\_tree with an R score of 0.973 and RMSE of 539.34.

### Health Insurance Cross Sell Prediction (Classification Project, Python)

- Employed Logistic Regression, Decision Tree Classifier, Random-Forest, and AdaBoost Classifier.
- Decision Tree model excelled with 0.986 training accuracy and 0.876 validation accuracy, showcasing strong generalization.
- Logistic Regression demonstrated respectable performance with around 0.80 validation accuracy but fell short of the Decision Tree model.

### Stock Prediction of PNB (Regression Project, Python)

- Leveraged models like XGBoost, Gradient Boosting, Decision Tree, Ridge, Linear Regression, Lasso, AdaBoost, and Elastic Net.
- Metrics\_xgb\_model excelled with an impressive R score of 0.997.
- The Decision Tree model achieved an R-score of about 0.996, demonstrating its noteworthy predictive accuracy.

**Netflix movies and series information dashboard (Tableau)** - Developed an interactive Tableau dashboard to analyze Netflix shows and movies, showcasing metrics such as duration, rating, and release year. Implemented filters to allow users to select between movies and shows and to view detailed insights for individual titles. Utilized Tableau for data visualization and analysis, improving data accessibility and understanding.

**Sales Dashboard (Powerbi)** - Developed a sales dashboard to provide comprehensive sales analysis, product analysis, and location-wise analysis using Power BI. Employed slicers, DAX, and drillthrough functionalities to enable detailed analysis reports. This project demonstrated proficiency in data visualization and analytical skills, enhancing the ability to derive actionable insights from sales data.

**Nike Sales Dashboard (Powerbi)** - Developed a Power BI dashboard using Nike sales data to show sales trends and product analysis. Implemented advanced slicer options to allow product selection, dynamically changing product images and displaying corresponding product analysis. Utilized DAX for data manipulation and Power Query to clean the data, demonstrating strong skills in data visualization, data cleaning, and advanced analytical techniques.

**Realstate Dashboard (Powerbi)** - Developed a Power BI real estate dashboard to analyze data by ownership status and location. Utilized slicers, drillthrough, and Power Query to enable detailed, interactive analysis. This project showcased proficiency in data visualization, data cleaning, and advanced analytical techniques.

**Call-center Dashboard (Powerbi)** - Developed a Power BI call center dashboard to analyze call center tickets and employee performance based on key performance indicators (KPIs). Utilized advanced DAX formulas, filters, and charts to analyze data and create KPIs, demonstrating strong skills in data visualization, advanced data analysis, and performance measurement.

