

PowerBI Job Simulation -by PWC company through the platform of Forage

Tasks completed

1. Completed a job simulation where I strengthened my PowerBI skills to better understand clients and their data visualization needs.
2. Demonstrated expertise in data visualization by creating Power BI dashboards that effectively conveyed KPIs, showcasing the ability to respond to client requests with well-designed solutions.
3. Strong communication skills reflected in concise and informative email communication with engagement partners, delivering valuable insights and actionable suggestions based on data analysis.
4. Leveraged analytical problem-solving skills to examine HR data, mainly focusing on gender-related KPIs, and identified root causes for gender balance issues at the executive management level, highlighting a commitment to data-driven decision-making.

Dashboards created-

1. **callcentre** -Telecom Company PhoneNow is looking for transparency and insight into their customers' data for an accurate overview of long-term trends in customer behavior and agent performance.
2. **churn**- The company wants some insights on customer retention so that it would be better to know who is at risk of terminating their contract with the company.
3. **diversity_inclusion**- HR department at the company wants support with diversity and inclusion. To improve gender balance they need a workforce of diverse talents and backgrounds to succeed in an increasingly complex and heterogeneous world.

Skills learned-

- Calculating measures
- Defining KPIs
- Insight and Actions, Power BI, Power BI dashboard, Self-reflection

Certificate of Completion

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