Prajkta Khebudkar

Customer Success-oriented Engineer

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Education

D.Y.Patil College of Engineering & Technology (Shivaji University, Kolhapur) - B.E. Electronics (1st Class)
Data Science & Business Analytics Masters Program Certification (Simplilearn)
IBM Certification - Python for Data Science

Skills

Soft Skills :	Effective Communication, Global Cultural Competence, Proactive client engagement, cross-functional collaboration
Technologies/Frameworks:	**Customer Support Tools**: CRM Systems, Jira, Documentation platforms
	Troubleshooting: Technical Issue Diagnosis, Root Cause Analysis
	SaaS Tools: Azure Fundaments, REST APIs, Application Deployment Concepts
	Pandas, Scipy & NumPy: Data Manipulation & Analysis
Languages :	**Python**, **SQL**, **R** (Statistical Analysis, Data Visualization, Scripting and Automation)
Tools:	**Tableau**, **Power BI** (Dashboard Creation, Data Storytelling, Interactive Reports, Data Modeling)

Projects

Crime Analysis Dashboard using Tableau & SQL

- Developed an interactive Tableau dashboard to visualize city crime statistics, aiding police departments in strategic planning.
- Analyzed crime incidents by time periods, locations, & types, uncovering patterns & trends over multiple years.
- Implemented data preprocessing techniques like splitting DateTime fields & creating calculated fields for detailed analysis.
- Created dynamic filters & parameters to enable detailed exploration of crime data, resulting in comprehensive "Overall Crime Statistics" & "Time Period Analysis" dashboards. [Link for the Dashboard](.).

Football League Performance Dashboard

- Automated data scraping of 90+ seasons (since 1993) for Premier League, La Liga, and Bundesliga using Python (urllib, os, csv) from [football-data.co.uk]; ensured historical consistency and completeness.
- Cleaned & validated raw CSV files using Python; handled missing values, standardized inconsistent formats, removed invalid rows, and ensured schema consistency for accurate Power BI integration.
- Created calculated columns for metrics such as home/away points, cumulative season points, goal difference, and result types (Win/Loss/Draw) to support advanced visual analysis using DAX.
- Designed an interactive Power BI dashboard enabling drill-down by season, team, and performance category; included 12+ visuals such as bar charts, line graphs, donut charts, and KPIs. [Link for the Project](.).

Experience

Independent Business Owner - Cosmetics Retail   2017 - 2023

- Handled daily client interactions, offering personalized recommendations and building repeat customer relationships, demonstrating strong communication and customer service skills.
- Managed end-to-end store operations, including inventory management, product sourcing, marketing, cash handling, digital payments, billing, tax compliance (GST filing, etc.)

Amazon Development Centre - CS Associate   2016 - 2017

- Provided multi-channel support (voice, chat, email) for Amazon Prime customers across India and North America, handling issues related to subscriptions, Fire Stick, and Kindle; selected for the pilot batch during Pune site launch.
- Cross-trained and supported new hires by assisting process trainers, contributing to knowledge sharing and faster onboarding.

Extracurricular

Interests: Watching football; Exploring new technologies; Reading various genres; Creating written works, such as poetry, short stories, & articles that focus on social issues, human rights, & empowering women; Tidying up & organizing spaces

Certification: IBM certification in Python for Data Science. Six Sigma Yellow Belt Certification

Languages : English, Marathi, Hindi, Spanish