

Jayaraman Muralimohan

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Professional Summary

Data Analyst with hands-on training and professional experience in data analysis, reporting, and stakeholder support. Skilled in SQL, Excel, Power BI, and Python to collect, clean, analyze, and visualize data for actionable business insights. Experienced in translating business requirements into meaningful reports and dashboards to support decision-making.

Technical Skills

SQL, Microsoft Excel, Power BI, Python (Basic), Data Cleaning, Data Analysis, Data Visualization, Reporting, Dashboard Development, Business Requirement Analysis, CRM Data Analysis

Professional Experience

Aistra Consulting Services
Senior Customer Support Executive Thailand / Cambodia
Nov 2023 – Jun 2025

- Analyzed customer interaction and CRM data to identify recurring issues, trends, and service improvement opportunities.
 - Generated periodic reports and performance summaries to support internal teams with operational insights.
 - Worked closely with stakeholders to understand business requirements and translate them into structured data reports.
 - Utilized Excel for data cleaning, aggregation, and analysis to track service metrics and KPIs.
 - Supported product and operations teams by providing data-backed insights to improve customer experience and efficiency.
 - Maintained accurate datasets and ensured data consistency across reporting tools and systems.

Projects & Training

Data Analytics Training Program — Besant Technology

- Hands-on training in SQL queries (SELECT, JOIN, GROUP BY), Excel analysis, Power BI dashboards, and Python fundamentals.
 - Built interactive dashboards and reports to visualize KPIs, trends, and business performance.
 - Performed data cleaning, transformation, and exploratory data analysis on real-world datasets.

Certifications

- AWS Certification — E&ICT Academy, IIT Guwahati

Education

Bachelor of Technology (B.Tech)

Veltech Dr. RR Dr. SR University

2019 – 2023

Additional Strengths

Analytical Thinking, Problem Solving, Attention to Detail, Data Storytelling, Stakeholder Communication, Continuous Learner