

# RACHIT SAINI

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## EDUCATION

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Trent University – Peterborough, ON

Sept 2019 – Sept 2023

**BSc in Computer Science / *Specialization in Data analytics***

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## SKILLS

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- **Technical Skills:** Excel, MySQL, Power BI, Tableau, R Language, MS PowerPoint
  - **Soft Skills:** Time management, teamwork, Interpersonal skills, Creativity, Presentation skills
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## EXPERIENCE

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**OMNI Fulfilment Associate – Walmart**

**Nov 2021 – Sept 2023**

- Diagnosed and streamlined equipment allocation and workflow processes at Walmart, resulting in an enhanced department performance score by 29.5%.
- Analysed customer data to identify opportunities for improving online grocery shopping, leading to a 12-point increase in customer satisfaction.
- Assisted in developing training materials for packaging solutions, contributing to more efficient and safer order fulfilment operations.

**Technical Service Analyst – Concentrix**

**May 2020- Feb 2021**

- Identified trends, assessed and diagnosed over 3,500 technical tickets, and achieved issue resolution 89% without escalation resulting in 92% customer/client satisfaction rating through voice, chat, and email communication.
  - Followed company protocols, documented interactions, completed customer insight reports, and input over 6000 units of sensitive data.
  - Maintained contact with different teams to aid issue resolution. Answered customers from over 40+ countries and held a productive environment to improve productivity, manage time, and maintain compliance.
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## CERTIFICATIONS

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**Google Data Analysis Professional Certification - COURSERA**

Learned about data lakes, data cleaning practices, essential organisational practices, Learned basic SQL, R Programming and visualization tools like Tableau. Practised my analysis with a Capstone project at the end.

**SQL FROM A to Z – Learnsql.com**

Learned about the basic CRED queries, Standard SQL functions, learned how to create basic SQL reports and how to use recursive queries and extension in group by extensions.