SANDIP DHAKAL

DATA ANALYST ● BURWOOD, AUSTRALIA ● 0452056344

DETAILS

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LINKS

www.LinkedIn.com/in/rdsandip7
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SKILLS

Technical Proficiency:

- SQL
- Python
- Excel

Analytical Skills:

- Data Cleaning
- Statistical Analysis
- Data Modeling

Visualization:

- Tableau
- Power BI

Machine Learning:

- Classification
- Clustering

Data Management:

- ETL
- Data Integration

Databases:

- MySQL
- SQLServer
- Oracle

Soft Skills:

- Analytical and Problem-Solving
- Communication and Presentation
- Team Collaboration
- Time Management
- Adaptability
- Attention to Detail

PROFILE

Highly motivated and detail-oriented Junior Data Analyst with a strong foundation in data processing, cleaning, and visualization. Proficient in SQL, Python, and Excel, with a keen ability to transform complex data into actionable insights. Adept at creating comprehensive reports and dashboards to facilitate strategic decision-making. Eager to contribute analytical skills and passion for data-driven solutions to a dynamic team.

EMPLOYMENT HISTORY

Junior Data analyst at Gorkhali Services Pty, Ltd,
August 2022 — Present

Key Achievements:

- Spearheaded the implementation of a data quality assurance process, reducing data errors by 20% and improving overall accuracy in reporting.
- Developed and automated a weekly executive summary report, streamlining the decision-making process for senior management and saving approximately 5 hours per week.
- Led a cross-functional team in the successful execution of a data-driven marketing campaign, resulting in a 15% increase in customer engagement and a 10% boost in sales.
- Implemented data governance policies, ensuring compliance with industry regulations and standards, and significantly reducing the risk of data breaches.
- Conducted in-depth competitor analysis using advanced statistical methods, providing valuable insights that contributed to a strategic pivot in product offerings, ultimately increasing market share by 8%.

Customer Service, Coastal Curries,
August 2020 — January 2022

Key Achievements:

- Achieved a consistent 95% customer satisfaction rating through effective problem resolution and proactive service, contributing to increased customer loyalty.
- Implemented a new customer feedback system, resulting in a 20% increase in feedback submissions, providing valuable insights for service improvement.
- Recognized for outstanding performance, receiving "Employee of the Month" twice during the tenure for consistently exceeding customer service targets.
- Introduced a streamlined order processing system, reducing errors by 15% and improving order accuracy, leading to enhanced customer experiences.
- Trained and mentored new staff members, contributing to a 30% decrease in onboarding time and ensuring a smooth transition for new team members.

EDUCATION

Master of Business Information System, Torrens University Torrens University, Sydney
December 2022

Bachelor in Information Technology, University of Newcastle University of Newcastle,
July 2020