

RISHIKESH YADAV

Data Analyst

+91-9315487133 @ rishikeshxyadav@gmail.com linkedin.com/in/rishikeshhhh-yadav/ peerlist.io/rishikeshxyadav
New Delhi, IN

SUMMARY

Data Analyst with a strong interest in financial services. Proven ability to provide daily support to the data and finance department, perform routine assignments, and solve routine/standard problems. Skilled at managing expectations and comfortable working with a substantial amount of information.

EDUCATION

Bachelor of Technology in CSE

Dr. A.P.J. Abdul Kalam Technical University

2019 - 2023 GR. NOIDA

GPA
7.07 / 10

PROJECTS

Call-Centre Trends Dashboard

Power BI, Excel

- Developed a comprehensive Call-Centre Trends Dashboard leveraging advanced analytics, providing real-time, data-driven insights into call volumes, agent performance, and customer interactions.
- KPIs include- [Overall customer satisfaction], [Overall calls answered/abandoned], [Calls by time, Average speed of answer], [Agent's performance quadrant → average handle time(talk duration) vs calls answered]

Diversity and Inclusion Dashboard

Power BI, Excel

- Developed a comprehensive dashboard showcasing key performance indicators (KPIs) related to diversity and inclusion initiatives within an organization.
- Additionally, the dashboard serves as a visual representation of the organization's dedication to diversity and inclusion, effectively communicating this commitment to both internal and external stakeholders.

Customer-Retention-Dashboard




Power BI, Excel

- Design a dashboard tailored for the Retention Manager, encompassing all key performance indicators (KPIs) and metrics related to customer retention within the dataset.
- The dashboard, meticulously designed and tailored for the Retention Manager, promises to enhance strategic decision-making and reinforce the organization's commitment to fostering long-term customer relationships.

SKILLS

SQL Power BI Tableau DBMS
Python Pandas NumPy Excel
Google sheets MS office Suite
GCP
Data Cleaning Data Analysis
Data Visualizaton

STRENGTHS

-  **Analytical Skills**
Proficient in data analysis
-  **Communication Skills**
Ability to articulate complex data problems
-  **Problem-Solving Skills**
Adept at solving routine/standard problems

ACHIEVEMENTS

-  **Google Cloud Ready Facilitator**
Google Cloud Ready Facilitator Program(1x) and 30 days of google cloud(2x)
-  **Forage**
Completed Power BI Virtual Case Experience with PwC Switzerland

LANGUAGES

Hindi Native ●●●●●
English Intermediate ●●●●●