Ritika Shukla

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Motivated Data Analyst with a passion for turning data into actionable insights. Proficient in statistical analysis and data visualization.Committed to contributing to data-driven strategies.

WORK EXPERIENCE

Intern data Analyst   **Aug 2024 - Present**
KultureHire   **Virtual**

- Worked with big data provided by KultureHire from two companies, Deloitte and Gartner.
- Performed data cleaning, handled null values, and removed outliers using pandas.
- Generated potential questions on the dataset and collaborated with the client to match expectations and identify any required updates. Currently, performing exploratory analysis to generate answers to potential questions.

Data Analyst   **Jul 2024 - Aug 2024**
Accenture North America Job Simulation Program   **Virtual**

- Worked with a real-time Social Buzz dataset. Social Buzz is a social media management company. First task was to explore the dataset for exceptional data outliers and perform data cleaning. Removed all unnecessary data.
- After cleaning the data and generating useful information, the second task was to create potential queries that would lead to increased profits for the client. Following query generation, the process of finding answers using the dataset began.
- After obtaining the results, Visualized the answers using tables and charts. The final step was to present the report and dashboard to the client during a video call, engaging in interactive storytelling and addressing any questions from the client.

Software Engineer   **Dec 2020 - May 2023**
Coforge Limited   **Greater Noida, India**

- Analyzed user tickets via ServiceNow, resolving 95% of issues on the first contact to enhance user satisfaction. Managed Windows server and Active Directory, ensuring 100% uptime for critical systems.
- Processed change requests and updated the task sheet with new solutions, improving task resolution efficiency by 30%. Collaborated with team members to conduct daily checks, leading to a 20% reduction in recurring issues.
- Updated task sheet on regular basis and reported it to the senior management.

EDUCATION

B.Tech in Computer Science and Engineering   **Aug 2016 - Sep 2020**
Abdul Kalam Technical University   **CGPA:** 8.2

PROJECTS

Diwali Sales ⧉   **July 2024 - Present**

- Data cleaning, removing outliers, unnecessary and unexpected data using pandas.
- Performed exploratory analysis using Matplotlib and Seaborn libraries.
- Currently working on visualization and report presentation.

Coffee Shop Sales ⧉   **June 2024 - July 2024**

- Cleaning and analyzing data using Excel and removed all the unexpected data.
- Generated question according to client demand and used Excel Function and Dax queries to generate

answers. Dashboard creation using Pivot table and Pivot charts.

Pizzahut Sales ↗   **May 2024 - Jun 2024**

- Data cleaning, removing errors, outliers and analyzation using Excel.

- Performed complex queries to visualize data using MySql.

- Dashboard creation using Power BI and presented it to the client using Interactive storytelling.

SKILLS

Languages: Python, My SQL
Developer Tools: Microsoft Excel, Microsoft Power Bi, Git
Libraries: pandas, NumPy, Matplotlib, Seaborn
Frameworks: My SQL Workbench, Jupyter notebook

CERTIFICATIONS

- **Data Analytics and Visualization Job Simulation** ↗ by **Accenture North America**
- **Excel Dashboards | Visually stunning dashboards** ↗ by **Udemy**
- **Data storytelling for data professionals** ↗ by **Udemy**

LANGUAGES

- English

- Hindi

AWARDS

Academic Excellence Award by **Allenhouse Institute of Technology.**   **Aug 2020**
Awarded for best performance in academics.