

Shibu Sangma

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Professional Summary

Motivated aspiring Junior Data Analyst with a BCA (2023) and 8+ years of IT experience, including technical support and hardware engineering. Proficient in Python, SQL, Excel, and data visualization. Skilled in data cleaning, ETL, and delivering actionable insights. Seeking to apply technical and analytical skills to drive data-driven decisions.

Core Skills

Data Analysis	Python (Pandas, NumPy, Matplotlib, Seaborn), SQL, Excel, Google Sheets
Business Intelligence	KPI tracking, Dashboards, Reporting
Data Management	Data cleaning, Wrangling, Query optimization, ETL
Visualization	Power BI, Excel charts, Seaborn, Matplotlib
Technical	Hardware troubleshooting, System optimization
Soft Skills	Analytical thinking, Problem-solving, Collaboration

Education

2023 **BCA**, Bangalore University

Work Experience

- 2018–2024 **Technical Support Engineer**, *Concentrix*
- Resolved hardware/software issues, improving resolution time by 20
 - Analyzed logs to reduce downtime by 15
 - Created documentation to streamline team onboarding.
- 2015–2017 **Hardware Engineer**, *HP*
- Diagnosed hardware issues, enhancing system reliability.
 - Conducted root cause analysis and performance testing.
 - Delivered tailored hardware solutions for clients.

Projects & Certifications

- Projects
- Sales Data Analysis:** Used Python (Pandas, Matplotlib) to identify sales trends.
 - Excel KPI Dashboard:** Built interactive dashboard for performance tracking.

- Certifications
- Google Data Analytics Professional (in progress)
 - SQL for Data Science – Coursera