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

Data Management

KPI tracking, Dashboards, Reporting

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  BE10 X Data Analytics Professional (in progress)  SQL for Data Science – BE10X