

Dikshya Gautam
Data Analyst

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SUMMARY:

Experienced professional with three years of office-based customer data handling expertise. Adept at organization and known for independence in work, with a proven track record in strong time management. I am enthusiastic and detail-oriented, equipped with a robust data analysis foundation cultivated through self-paced Coursera and Data Camp courses. I am excited about applying theoretical knowledge and hands-on experience to contribute effectively to a dynamic data analyst role.

PROJECTS

Project Name — *Data BI Analysis*

- Exploring sales and HR data to identify potentially useful insights to test with users.
- Creating and demonstrating prototypes to be demonstrated to key stakeholders.
- Creating a dashboard using PowerBI and Tableau for better decision-making.
- Uncovering and interpreting trends from business data and other available data sources
- Uploading, analyzing, and presenting data using PowerBI
- Analysing HR Data in Tableau for key decision making
- Cleansed data in systems, to remove duplicates, which has led to an increase in productivity by 5%.

COURSERA: *Google Data Analytics Professional Certificate*

- Completed an intensive program covering key data analytics concepts, tools, and techniques.
- Developed proficiency in data analysis, interpretation, and visualization using industry-standard tools.
- Gained hands-on experience with real-world data sets and projects.

EXPERIENCE

KFC, Brentford — *Front of House Representative (Part-Time)*

September 2022-Present

Key Achievements:

- Provided exceptional customer service, handling inquiries, complaints, and special requests.
- Collaborated with team members to ensure smooth operations during peak hours, showcasing adaptability.
- Utilized cash handling and transaction processing systems with precision and accuracy.
- Monitored, directed and prioritized all store front-end activities in a fast-paced environment.

Lumbini General Insurance Co. Ltd., Nepal- *Underwriting Assistant*

September,2019-August,2022

Key Achievements

- Contributed to risk management strategy development by providing data-driven insights, leading to a 50% improvement in the effectiveness of risk mitigation efforts.
- Managed and organized data using SQL, maintaining 100% accuracy in data entry, sorting, and filtering processes.
- Delivered captivating weekly Power BI Dashboard to the internal team, resulting in an 85% increase in understanding and engagement with presented materials.
- Provided exceptional customer support, guiding customers through policy terms, coverage options, renewals, and claims, leading to a 70% increase in customer satisfaction.
- Demonstrated leadership by successfully overseeing three projects during the manager's absence, achieving results within each deadline with an 80% improvement in project efficiency.

SKILLS

Technical Skills:

Gathering data | Data management | Data reporting | Data cleaning| Data Transforming| Data Visualization| Dashboards| Finding patterns| Competitive analysis | RDBMS| SQL| MySQL| Presentation| Data Ethics| MS Office| MS Excel|

Soft Skills Gained:

Detail Oriented| Quick Learner|| Independent Learner| Critical thinking| Problem-solving|

CERTIFICATES

Google Data Analytics Certificate| Data Camp Certificate in Excel| Data Camp Certificate in Data Visualization|

LANGUAGES

English, Nepali and Hindi

EDUCATION

St Mary's University, Twickenham-Master of Science: International Business Management- 09/ 2023
University of Wolverhampton, Wolverhampton- Bachelor of Arts: International Business Management- 03/2018

ACADEMIC PROJECT

- Wicked Problem Coursework: Applied design thinking principles to understand stakeholder needs and address complex problems effectively.
- Analyzed strategic challenges at WeWork and provided actionable solutions in report.
- Sell-side Digital Channel Practices Evaluation: Assessed KFC's digital marketing strategies, providing critical insights and recommendations.
- Developed effective plans for a company to work with diverse communities, fostering inclusivity and effective collaboration.

Relevant Skills Gained From KFC:

- Customer Service Excellence
- Communication and Interpersonal Skills
- Problem-Solving
- Teamwork and Collaboration
- Working Under Pressure

Relevant Skills Gained From Lumbini General Insurance Co. Ltd.:

- Data Analysis
- Risk Management
- Data Management
- Data Visualization
- Customer Interaction
- Leadership
- Strong communication