Inderpreet Singh

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KEY SKILLS

Technical Skills: SAP, SQL(Data Manipulation Languages), Python, Tableau & Power Bi (Data Visualization Tools).
Professional Skills: Problem-Solving, Business Intelligence tools , Analytical skills, Microsoft Excel.
Concepts: Process Management, BI analytics, Data Structures, Business Intelligence, Business Terms.

PROFESSIONAL EXPERIENCE

Concentrix | Canada   Jan '23 - Jan '24

Technical Support Analyst

- Communicated effectively with customers, **ensuring clarity and satisfaction** in fast-paced environments.
- Resolved **customer issues** with 99% quality, enhancing satisfaction by 10% through exceptional service and **problem-solving skills.**
- Led cross-functional collaboration that **improved process quality by 5%**, demonstrating the impact of teamwork, synergy, and stringent **data standards** on achieving quality benchmarks.

Concentrix | Malaysia   Apr '19 - Sep '22

Sr. Quality Analyst

- Mastered management of customer orders through **advanced data analytics**, using SQL, PowerBI, and Python; achieved a 30% increase in **customer satisfaction**
- Streamlined order fulfillment process and **managing vendor questions** effectively, leading to enhanced operational efficiency and accuracy in **order execution**
- Efficiently managed **high volume customer** requests with superior organizational skills

Mohinder Singh and Company | India   Dec '15 - Apr '19

Senior Manager

- **Utilized** analytics for pinpoint accuracy in **shipping dates**, directly reflecting in high c**ustomer satisfaction scores.**
- **Fostered** cross-functional partnerships enhancing product delivery and **post-sales support**, underpinning scores.
- Pioneered the sourcing of **new vendors** and optimized **supply chain strategies**, significantly enhancing the fulfillment process and customer satisfaction.

PROJECTS

Movie Recommender System l Python l Heroku

- Enhanced user discovery & privacy for 500,000 users via Movies Recommender System on Heroku using **TMDB complex datasets, and** analytics tools such as **Excel, Python, & Flask** which provided 5 similar movies to a user

Cyclistic bike-share analysis - R

- Developed KPIs (Key Performance Indicators) using **Power BI & Tableau** to drive **data-driven decisions**, increasing daily cycle usage by users at Cyclist and enhancing the company's **revenue by marketing**

CERTIFICATION

Coding Invaders | Data Analytics | Canada   Nov '22 - Sep '23
Coursera | Google Data Analytics Certificate | Canada   Nov '23 - Mar '24

EDUCATION

Lovely Professional University | B.Tech | India   Aug '08 - Jul '11
S.B.S Polytechnic College. | Diploma (ECE) | India   Aug '04 - Jul '07