

# Inderpreet Singh

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• [Kaggle://sinderpreet](https://www.kaggle.com/sinderpreet)   • [Github://sinderpreet31](https://github.com/sinderpreet31)

## KEY SKILLS

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**Technical Skills:** SQL, R(Statistical Programming), Python, Tableau, Microsoft Power BI, Google Sheets.

**Professional Skills:** Problem-Solving skills, Presentation skills, Analytical thinking, Communication.

**Concepts:** Business Intelligence (BI) Strategies, Big Data, Critical Thinking, Big Data tools (Hadoop, Spark)

## PROFESSIONAL EXPERIENCE

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**Concentrix** | Canada

Jan '23 - Jan '24

*Technical Support Analyst*

- **Resolved** customer issues with a 99% accuracy, **boosted satisfaction of customer by 10%.**
- Led cross-functional collaboration that improved process quality by 5%, **demonstrated** the impact of **teamwork and synergy** on achieving quality benchmarks.
- Provided training and implemented new training modules for new hires, **reduced training cost by 15%.**

**Concentrix** | Malaysia

Apr '19 - Sep '22

*Quality Data Analyst*

- Implemented policy guidelines and a new reporting system, increasing process efficiency by 15% and **team productivity by 25%.**
- Proactively optimized policy communication in YouTube's dynamic environment, **reducing customer issues by 20%** and enhancing trust.
- Identified and rectified data inconsistencies, leading to a **cost reduction of \$100k** in data correction efforts.
- Developed **data models on Python** to predict the fraud cases filed by customers, leading to **increase in accuracy of solution by 20%.**

**IBM** | India

Nov '17 - Apr '19

*Data Analyst*

- Designed optimization model which **reduced transportation cost by 10%**, leading to cost saving of USD 1 million per year.
- Collaborated with cross-functional teams to streamline data processes, enhancing data accuracy. Developed reports using programming languages **Python and SQL**, along with **visualization tools PowerBI and Tableau**, resulting in a 20% increase in team efficiency.
- Created biweekly logistics reports which led to a **20% improvement in delivery efficiency**, reduction in idle truck time, and carbon emissions by 15%.
- Led the migration of data analytics to AWS, employing Amazon Redshift, Athena, and S3, achieving a **40% faster data processing time** and **reducing costs by 30%.**

## CERTIFICATION

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**Google Data Analytics Certificate** | Canada

Nov '23 - Mar '24

**Data Analytics** | **Coding Invaders**

Nov '22 - Sep '23

## EDUCATION

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**Punjab Technical University** | India

Bachelor's of Technology (E.C.E)

**Punjab Technical University** | India

Diploma in Engineering (E.C.E)