

# SUBHA DHAR

MIS & Data Analyst | Business Intelligence Developer | Python SQL Specialist

📞 7980719810 | ✉️ [dharsubhaz000@gmail.com](mailto:dharsubhaz000@gmail.com) | [🌐 LinkedIn](#) | [🐙 GitHub](#) | [📁 Portfolio](#)

Experienced Data Analyst skilled in Excel, SQL, Python, and data visualization (Power BI, Tableau). Proficient in ETL workflows, machine learning, and statistical analysis. Focused on delivering actionable insights through business intelligence, data storytelling and dashboard optimization to support data-driven decision-making.

## EDUCATION

### INDIRA GANDHI NATIONAL OPEN UNIVERSITY

BACHELOR OF COMPUTER APPLICATIONS  
(BCA)

July 2019 - Expected December 2025 |  
Kolkata, INDIA

### N.K. PAL ADARSHA SHIKSHAYATAN

HIGHER SECONDARY (SCIENCE)

June 2017 - February 2019 | Kolkata, INDIA

## TECHNICAL SKILLS

- **Data Analysis:** Excel (Pivot Tables, VLOOKUP, Macros), SQL (Joins, CTEs, Window Functions), ETL ( Informatica PowerCenter ), NLP, Web Scraping (BeautifulSoup, Scrapy)
- **Programming:** Python (Pandas, NumPy, Matplotlib, Seaborn, Scikit-learn, TensorFlow, PyTorch), Java, C++, JavaScript
- **BI Visualization:** Power BI, Tableau, Looker, Looker Studio (incorporating AI-driven insights)
- **Machine Learning & AI:** Regression, Clustering, CNN, RNN, Anomaly Detection, NLP (Sentiment Analysis, Text Classification), Generative AI (ChatGPT, Claude, Gemini)
- **Cloud Computing:** Learning AWS, Azure, Google Cloud for scalable data processing
- **Soft Skills:** Data Storytelling, Stakeholder Communication, Business Acumen, Collaboration Teamwork, Time Management & Prioritization, Proactive Learner

## CERTIFICATIONS

- Complete Machine Learning & Data Science Program
- Data Visualization with Python
- SQL, ETL, and Data Warehousing

## PROJECTS

### SOCIAL MEDIA TREND ANALYSIS ([GitHub](#)) *[Python, Web Scraping, NLP]*

- Implemented web scraping to collect trending data from multiple platforms.
- Applied sentiment analysis and identified sentiment shifts, leading to targeted content recommendations.
- Designed Power BI dashboards to visualize engagement trends.

### CUSTOMER SUPPORT DATA ANALYSIS ([GitHub](#)) *[SQL, Python]*

- Automated ticket categorization, improving response time by **40%**.
- Provided actionable insights for process improvements that reduced customer complaint resolution time by **25%**.
- Generated actionable reports to enhance customer satisfaction strategies.

### ROAD ACCIDENT ANALYSIS DASHBOARD *[Power BI, Data Processing]*

- Collected and processed real-time accident data to visualize high-risk zones.
- Visualized accident hotspots and severity metrics.
- Provided data-driven policy recommendations to reduce accident frequency.

### E-LEARNABLE LEARNING PLATFORM *[HTML, CSS, Javascript, SQL]*

- Designed role-based access for efficient learning and management.
- Integrated authentication and real-time progress tracking.
- Utilized SQL for database operations and structured query execution.

## EXPERIENCE

### MIS & DATA ANALYST - DHANUK INCORPORATED (BHARATPE)

- Built automated Excel, SQL, and Power BI dashboards for collections, DPD slab tracking, and portfolio health, reducing manual reporting time.
- Conducted **financial forecasting, variance analysis, and trend modeling** to evaluate repayment behavior and support data-driven collection strategies.
- Enhanced **risk monitoring & performance Key Performance Indicators (KPI)** by integrating caller/FOS productivity analytics with delinquency insights, improving recovery outcomes.
- Delivered actionable **portfolio performance reports** to senior management, influencing strategic decisions on loan recovery and risk mitigation.
- Streamlined collection and reporting workflows, improving compliance and enabling faster, more reliable lender reviews by **20%**.

### DATA ANALYST INTERN - FUTURE INTERNS

- Extracted and analyzed large datasets reducing data processing time by **30%**.
- Designed predictive models that improved the accuracy of business forecasting by **20%**.
- Created interactive dashboards for stakeholders that increased stakeholder engagement by **25%**.