

# Sumit Lohani

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**GitHub:** <https://github.com/sumitji1806>

## Professional Summary

Result-driven IT professional with 17+ years of experience in software support, now **transitioning** into a Data Analyst role. Proficient in Excel, SQL, Python, and Power BI, with hands-on experience in data cleaning, visualization, and reporting. Adept at uncovering actionable insights from data and delivering solutions that support strategic decisions. Strong foundation in analytics with excellent problem-solving and client-facing skills developed over a long tenure in IT support.

## Technical Skills

- Languages & Tools: Python (Pandas, NumPy, Matplotlib, Seaborn), SQL (Joins, Subqueries), Excel (PivotTables, Power Query, VLOOKUP), Power BI (Data Modeling, DAX, Visualizations)
- Databases: MySQL, MS SQL Server, PostgreSQL
- Other Tools: Jupyter Notebook, VS Code, Git, PowerPoint
- Soft Skills: Analytical Thinking, Client Support, Documentation, Troubleshooting

## Projects

### 1. Customer Churn Analysis (Python + Excel)

- Conducted data cleaning and exploratory analysis on telecom churn dataset using Pandas.
- Visualized churn trends using Seaborn and Matplotlib.
- Identified key churn factors and proposed strategies to improve customer retention.

### 2. Pizza Sales Dashboard (Power BI)

- Designed a Power BI dashboard to visualize pizza sales by category, size, date, and revenue.
- Used DAX measures to calculate KPIs like average order value, top-selling pizzas, and peak sales hours.
- Enabled decision-making for inventory and marketing optimization.

### 3. HR Data Cleaning and Visualization (Excel + Python)

- Cleaned and transformed HR data using Excel and Power Query.
- Created interactive dashboards using PivotTables and charts.
- Identified hiring trends and attrition rates.

## Professional Experience

Consultant | Aptech Limited, Nainital — [2003 to 2007]

Consultant | Manjushree Infotech Ltd., Kolkata — [2007 to 2009]

Consultant | Lanshree Products & Services Ltd., Kolkata — [2009 to 2024]

- Provided software and technical support to users, for enterprise applications and software tools. resolving issues through troubleshooting and analysis.
  - Created support logs and performance reports using Excel.
  - Worked with development teams to document recurring issues and support fixes.
  - Supported system monitoring and escalated critical issues to appropriate teams.
  - Created user documentation and trained team members.
- > Transferable Skills: Data tracking, reporting, process documentation, stakeholder communication

## Education

Bachelor's Degree in BSC | Kumaon University, Nainital , 1998

Master's Degree in MCA | SRMSCET, Bareilly, U.P. Technical University, Lucknow, 2003

## Additional Information

- Open to full-time, remote, and hybrid data analyst opportunities
- Active learner with a growing portfolio on GitHub
- Strong interest in using data to improve business outcomes