

# Suryansh Raghuvanshi

## >Data Analyst

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### Statement

Conscientious and meticulous data analyst with a varied and complementary skill set and experience working on a variety of projects. Comprehensive knowledge of mathematics and statistics, excellent communication, and presentation skills. Seeking to apply my skills and experience to the position at your company.

### Professional Experience

**03/2023-05/2023 | Intern-Anti Fraud | Simpl Pay, Bangalore**

- > Led fraud research project, collaborating to mitigate risks and analyze trends
- > Utilized Lead Square to consolidate data, establish KPIs, and identify suspicious activity, resulting in significant savings.

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**2018 - 2019 | Sr. Operations Representative | Concentrix, Gurgaon**

- > Assisted Meta Users, resolving ad-related issues, saving 2-3 hours, and generating \$150/user revenue.
- > Ensured prompt resolution, analyzed ads, and increased cost per mile by 15%. Implemented process enhancements for productivity and cost reduction.

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**07/20202 - 08/2021 | Support Executive | Amazon Noida**

- > Improved processes and efficiency through customer pain point analysis, feedback, and suggestions. Achieved significant customer service results with reduced response time and increased satisfaction.
- > Successfully resolved over 2000 customer inquiries, attaining a customer satisfaction score above 90% in the UK and US.

### Skills

> **Languages:** Python (NumPy, Pandas, Seaborn, Matplotlib, SciPy), SQL(MySQL)

> **Statistical Techniques:** Regression Analysis, Correlation Analysis, Inferential statistics, Prescriptive analytics, and Descriptive Analysis

> **Business Techniques/Knowledge:** User Segmentation, Cohort Analysis, Experimental Designs, Hypothesis Testing, and A/B Testing

> **Software:** Tableau, Excel/Google Sheets, Metabase, Alteryx

> Strong analytical skills and attention to detail

> Methodical approach and excellent organizational skills

> Proven track record of successfully leveraging data for increasing customer satisfaction

### Education

2020- B.Tech(NST) |

Amity University, Noida

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2023- Data Science & Machine Learning | Scaler

### Project

[github.com/suryansh-raghuvanshi-data](https://github.com/suryansh-raghuvanshi-data)