SURYANSH RAGHUVANSHI
DATA ANALYST

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📍 Bangalore/Delhi NCR
(Open to relocate)

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SUMMARY

Analyst with 2.4 years of combined expertise in support, data-driven insights, analysis, and cross-functional collaboration. Proficient in SQL, Tableau, Excel, and Product Management, along with data visualization and statistical analysis. Delivered a 20% increase in customer growth through targeted strategies while spanning areas like fraud detection, customer analysis, marketing optimization, and operational efficiency enhancement. Committed to leveraging data for effective decision-making and driving measurable results.

TECHNICAL SKILLS

- Ms Excel - Advanced
- SQL - Advanced
- Python - (NumPy, Pandas, Matplotlib, Seaborn, SciPy, Sklearn)
- Bigquery
- Tableau

WORK EXPERIENCE

Wyvate
Freelance - Product Analyst • Jan 2023 - Aug 2023
- *Developed KPIs and dashboards, integrated funnel analysis, to leverage growth and drive a remarkable 10% increase in monthly order value, and improved user conversion rates during testing by combining 2 checkout pages into 1 page.*
- *Collaborated across teams for product improvement, reducing user drop-off by 25% by streamlining the feedback feature and reducing the time to rectify.*
- *Executed cohort and user journey analysis, increasing app usage time by 15% with targeted enhancements and personalized product development for the merchants with rapid growth.*

ZT International
Freelance - Business Analyst • Jun 2022 - Dec 2022
- *Performed comprehensive customer analysis, engaging directly with clients, and utilizing feedback to drive website improvements and tailor marketing strategies, resulting in a 25% increase in website traffic by the end of the period.*
- *Implemented data analytics dashboards and streamlined the delivery process, achieving a 50% improvement in customer satisfaction and a 20% boost in sales conversion rates in the first 3 months.*

Concentrix
Sr. OPERATION REPRESENTATIVE • Apr 2022 - Jun 2022
- *Identified bottlenecks and redundancies in policies, and proposed streamlined solutions that could decrease SLA time by a potential 5-20% per agent, resulting in an average time savings of 7-28 mins per user and generating about $20 in additional revenue per user.*
- *Conducted a comprehensive overhaul and analysis of advertisements, leading to a significant 15% avg reduction in cost per mile per user.*
- *Provided exceptional service to internal and external stakeholders.*

Amazon
SUPPORT • July 2020 - Aug 2021
- *Conducted thorough analysis of customer pain points, resulting in an improvement in operational efficiency for more than 500 agents in the office. Provided valuable feedback and innovative suggestions for process optimization.*
- *Achieved outstanding results in customer service, delivering a remarkable 200% year-on-year reduction in response time, and consistently achieved a monthly increase of 10% in customer satisfaction scores over a year.*
- *Effectively resolved over 2000 customer inquiries within the UK and the US customer base, maintaining a consistent customer satisfaction score exceeding 90% over a year.*

PROJECT

- Jamboore Education Linear Regression
- Customer Service Request Analysis
- DVD Rental Analysis
- RFM Analysis
- Walmart Data Analysis Using CLT

EDUCATION

Bachelor of Technology (NST)
Amity University • 2016–2020

CERTIFICATIONS

Data Science and Machine Learning
Scaler

CFA L1 - Candidate