

VISHAL TIWARI

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SUMMARY

Aspiring data analyst with an eye for detail and a strong desire to turn data into actionable insights. Proficient with data manipulation and analysis tools such as MySQL, Tableau, and others. talented in developing engaging data visualizations to communicate difficult findings effectively. committed to delivering high-quality results with a strong analytical approach and problem-solving skills. eager to utilize a strong understanding of data to drive informed decision-making and contribute to the success of the team.

SKILLS

- Operating Microsoft Excel
- Structured Query Language (SQL)
- Statistics
- Google Sheets/Analytics
- Leadership Experience
- Power BI
- Good communication skill
- Able to work in a team
- Great problem solving skill
- Tableau
- Data Visualization

PROJECT

- Vrinda Store Annual Data Analysis.
- Bike Sales Data Analysis.

Link: <https://github.com/vishaltiwari1>

EXPERIENCE

12/2021 – Present

INFOSYS LIMITED

System Engineer

Client Data Analysis and Presentation

- Utilized Microsoft Excel and MySQL to collect, clean, and organize customer details, driving valuable insights. Created interactive presentations and visualizations, fostering client understanding and satisfaction.

Team Leadership and Product Enhancement

- Led a team of 11 to enhance product services at Dish Wireless LLC. Employed Tableau, interactive graphs, and data interpretation to minimize errors and improve product quality, achieving service excellence.

Informed Decision-Making and Reporting

- Produced monthly and weekly progress reports, demonstrating data analysis skills. Informed clients for better decision-making, strengthening Dish Wireless LLC's internet connection services and surpassing service standards.

10/2020 – 11/2022 **System Engineer**

Data Collection and Organization:

- Gathered and organized user data, utilizing Microsoft Excel and MySQL for efficient data management. Maintained comprehensive records, ensuring accuracy and accessibility.

Client-Focused Network Information:

- Provided clients with network insights based on vendor queries, covering area, region, district, and state. Maintained detailed client and customer records to support clear decision-making.

Collaborative Data Insights and Documentation:

- Collaborated closely with clients to extract valuable insights from data. Produced informative documents tailored to client needs, facilitating clear communication and informed decision-making.

02/2019 – 08/2020 **Senior Operations Executive**

Data Analysis for Network Optimization:

- Analyzed user data using Microsoft Excel to provide valuable insights for network and vendor enhancements during installations.

Vendor Records Management and Contract Assessment:

- Maintained vendor records, ensuring organized and accessible data for efficient operational management. Assessed contract data, interpreting and summarizing terms to improve compliance and operations.

Global Call Rate Management and Client Profitability Enhancement:

- Managed and assigned call rates worldwide through in-depth data analysis, improving cost efficiency. Presented monthly visualizations to clients, offering valuable insights and enhancing profitability through data interpretation.

EDUCATION

2015 – 2018	B.SC (IT) – THAKUR COLLEGE OF SCIENCE AND COMMERCE
Jun-2015	HSC – THAKUR COLLEGE OF SCIENCE AND COMMERCE
July-2013	SSC – SARDAR VALLABHBHAI PATEL VIDYALAYA

CERTIFICATES

- SQL – MySQL for Data Analytics and Business Intelligence
- Infosys Certified Kanban Practitioner