Vishal Tiwari

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☁ https://vishaltiwari1.github.io/Portfolio/

SUMMARY

Passionate data enthusiast, skilled in MySQL, Tableau, Power BI, Python, and more. Excels in crafting compelling data visuals, leveraging strong analytical and problem-solving prowess. Committed to delivering impactful insights for informed decision-making and team success.

EXPERIENCE

System Engineer

Infosys   **December 2021 -November 2023, Pune**

· Collected, cleaned, and analyzed customer details using Microsoft Excel, MySQL, and Python, driving valuable insights.
· Led a team of 11 to enhance product services. Employed Power Bi for interactive graphs, and data interpretation to minimize errors and improve product quality, achieving service excellence.
· Produced monthly and weekly progress reports, demonstrating data analysis skills. Informed clients for better decision-making, strengthening internet connection services and surpassing service standards.
· Streamlined operational processes, saving the company $50,000 in labor cost savings and reducing project duration by 35%.

System Engineer

Infosys   **October 2020 - November 2021, Pune**

· Gathered and organized user data, utilizing Microsoft Excel and MySQL for efficient data management. Maintained comprehensive records, ensuring accuracy and accessibility.
· Based on vendor inquiries, I provided clients with network insights including area, region, district, and state. Maintaining detailed client and customer records to facilitate unambiguous decision-making.
· Collaborated closely with clients to derive important insights from data. Using a visualization tool like as tableau, I created informative documents adapted to the needs of the customer, promoting clear communication and informed decision-making.
· Devised and implemented system models and simulations to assess the impact of potential changes on network infrastructure. Redesigned systems to optimize performance, increasing functionality and node reliability by 35%.

Senior Operations Executive

Infosys   **September 2018 - August 2020, Pune**

· Analyzed user data using Microsoft Excel to provide valuable insights for network and vendor enhancements during installations.
· Maintained vendor records, ensuring organized and accessible data for efficient operational management. Assessed contract data, interpreting and summarizing terms to improve compliance and operations.
· 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.
· Increased operational efficiency by 15% while decreasing operational costs by 20%.

PROJECTS

HR Analytics

https://github.com/vishaltiwari1/Hr_Analytic_Dashboard

· The dataset rigorously examined for missing values and irregularities.
· Any concerns discovered, corrected to assure data consistency and cleanliness in terms of data types, formats, and values.
· Graphs and a visualization table, combined into a single interactive dashboard with slicers for dynamic exploration.

EDUCATION

Bachelor of Science in Information Technology

Thakur College of Science & Commerce, Mumbai University · Mumbai, Maharashtra · 2018

Higher Secondary School (HSC)

Thakur College of Science & Commerce · Mumbai, Maharashtra · 2015

Secondary School Certificate (SSC)

Sardar Vallabhbhai Patel Vidyalaya · 2013

CERTIFICATIONS

SQL - MySQL for Data Analytics and Business Intelligence

Udemy

Become a Data Analyst: Excel, SQL & Tableau - 3-in-1 Bundle
Udemy

Python For Data Analysis
Great Learning

SKILLS

Technical Skill: Microsoft Excel, SQL, MySQL, Power Bi, Tableau, Python, NumPy, Pandas, Matplotlib, Google Sheets/Analytics.
Soft Skills: Leadership, Teamwork, Communication Skills, Problem solving.
Filed of Interest: Database Management, Data Manipulation, Data Visualizations, Data Modelling