

# VISHAL TIWARI

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## SUMMARY

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Aspiring data analyst with a keen eye for detail and a strong desire to transform data into useful insights. Data processing and analysis technologies such as MySQL, Tableau, Power BI, and others are required. Capable of creating engaging data visuals to effectively communicate challenging findings. With a strong analytical approach and problem-solving skills, I am committed to delivering high-quality products. eager to use a deep understanding of statistics to drive informed decision-making and contribute to the team's success.

## 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
- Data Modelling

## PROJECT

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- Vrinda Store Annual Data Analysis.
- Bike Sales Data Analysis.
- HR Data Analysis
- Sales Report Dashboard

Link: <https://vishaltiwari1.github.io/Portfolio/>

## EXPERIENCE

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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 Power bi, 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 – 11/2021      **System Engineer**

Data Collection and Organization:

- Gathered and organized user data, utilizing Microsoft Excel and Tableau 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

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

## CERTIFICATES

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