

SKILLS

Tools:	Languages:	Data & Analytics:	Business:	Testing & QA:
<ul style="list-style-type: none">• Power BI• Tableau• Excel• PowerPoint• MySQL• SQLite	<ul style="list-style-type: none">• SQL• Python• R• Java	<ul style="list-style-type: none">• Predictive Analysis• Hypothesis Testing• Spark• ETL Design• Data Modeling• Data Warehousing• Data Cleaning• Visualization	<ul style="list-style-type: none">• Market Research• Stakeholder Management• Sales Strategies• Documentation• Team Leadership• Problem Solving	<ul style="list-style-type: none">• Test Planning• Defect Tracking• Test Case Development

EDUCATION

Master of Business Administration OP Jindal University	2024 - 2025
Bachelor of Computer Application Kristu Jayanti College	2020 - 2023

WORK EXPERIENCE

HP inc (Adecco) Client Insights Analyst Bangalore	Nov 2023 - Present
<ul style="list-style-type: none">• Resolved technical issues, boosting customer satisfaction and retention.• Anticipated service needs by analyzing feedback, maintaining SNPs.• Ensured data accuracy and smooth operations across business processes.• Delivered insights to enhance system performance and functionality.• Supported Tech-lead with performance and sales reports for decision-making.• Built Tableau dashboards to track agent performance and sales trends.	
Corizo (Wipro) Business Analyst Intern Bangalore	Feb 2025 - Mar 2025
<ul style="list-style-type: none">• Gained hands-on experience in Advanced Excel for data analysis and cleaning.• Applied descriptive, diagnostic, predictive, and prescriptive analytics.• Used Power BI, SQL, and Excel to create interactive dashboards and reports.• Strengthened analytical and problem-solving skills through real-world scenarios.• Enabled data-driven decision-making with actionable insights.	

PROJECT PORTFOLIO

Customer Churn Prediction – BCG X Simulation	<u>PROJECT LINK</u>
<ul style="list-style-type: none">• Built a Random Forest model to predict SME customer churn with 87% accuracy and AUC of 0.82.• Engineered key features from usage, pricing, and contract data to improve prediction accuracy.• Identified ~25% of customers as high churn risk; a 10% retention uplift could save ₹2.5 Cr annually.• Presented findings in an executive summary slide for a mock stakeholder steering committee.	
Call Center Performance Dashboard – PWC Simulation	<u>PROJECT LINK</u>
<ul style="list-style-type: none">• Built an interactive dashboard to track customer satisfaction, call efficiency, and agent performance.• Visualized key KPIs: calls answered/abandoned, avg. speed of answer, and AHT vs. calls answered.• Improved data clarity by 89% and boosted performance by 14% through actionable insights.• Enabled faster, data-driven decisions via drill-down visualizations.	

CERTIFICATES

Training Certificate in Business Analytics (Wipro)	<u>LINK</u>
Data Science Job Simulation BCG X	
Google Data Analytics Certification	
PwC Switzerland Power BI	
Certificate in Google Analytics for Beginners	