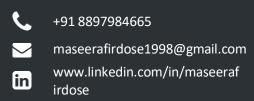
# MASEERA FIRDOSE

Preferred Locations: Hyderabad, Chennai, & Bangalore



# **OBJECTIVE**

Aspiring to secure a challenging role as a Business Analyst, leveraging strong analytical skills and expertise in Data Visualization and Reporting Initiatives, targeting the Data Science and Analytics domain.

# **EDUCATION**

2020

B.Tech. in Computer Science from S R Engineering College, Warangal, Telangana

2016

12<sup>th</sup> from S R Girls College, Warangal, Telangana, with Percentage- 85% Telangana State Board of Intermediate Education

2013

10<sup>th</sup> from S R Girls High School, Warangal, Telangana with CGPA- 8.8 Telangana Board of Secondary Education

# **TECHNICAL SKILLS**

SQL

PowerBI

Tableau

#### **PROFILE SUMMARY**

- Possess over 2 years of work experience as a Service Desk Analyst, focusing on delivering exceptional customer support and resolving technical issues in a timely manner within the IT industry
- Expert at managing a wide range of responsibilities, including Incident Ticket Creation, Client Engagement, and Issue Resolution, ensuring customer satisfaction and adherence to quality standards
- Proficient in key technologies such as SQL, Tableau desktop, Microsoft Power BI, Data Visualization, and Reporting, contributing to the development of insightful and interactive dashboards
- Successfully completed a virtual internship with PWC, designing a Power BI dashboard for Customer Retention Management, showcasing key performance indicators and call center analysis
- Displaying excellent communication and teamwork capabilities, thriving in fast-paced, collaborative environments, and consistently delivering high-quality results
- Successfully obtained professional certifications in SQL, Tableau, and Microsoft Power
   BI from Intellipaat Software Solutions

#### CERTIFICATION

- SQL Intellipaat Software Solutions, 2023
- Tableau Intellipaat Software Solutions, 2023
- Microsoft Power BI Intellipaat Software Solutions, 2023

#### **WORK EXPERIENCE**

# Dec'2020-Jan'2023 | Service Desk Analyst 1 | HCL, Chennai, Tamil Nadu

#### **Key Result Areas:**

- Responded to inquiries and user problems, diligently documented incident classification, and diagnosed software and hardware issues to ensure timely resolution
- Assigned requests to appropriate departments as needed, worked on Active Directory and SAR transactions using ITPA ID to streamline processes
- Expertly resolved SCCM software issues, provided support on ITSM platform, and addressed IOS-related issues, proxy, VPN, SAP basic, AirWatch portal issues, and C drive issues
- Proficiently managed MS Teams, MS Office issues, add-ins, shared mailbox, and various Outlook or MS Excel issues, ensuring a seamless user experience
- Engaged in user support interactions via telephone, chat, and email platforms, maintained excellent communication, and ensured customer satisfaction

#### **Achievements:**

- Successfully resolved a high volume of user inquiries, ensuring customer satisfaction and timely issue resolution, contributing to the company's reputation for excellence
- Consistently received positive feedback from clients for outstanding communication and problem-solving skills, displaying a commitment to exceptional service

# **CORE COMPETENCIES**

Data Modeling & Visualization

Data Warehousing Solutions

Client Engagement

Issue Resolution

Training/User Support

Quality Standards Adherence

# **SOFT SKILLS**

Analytical

Communicator

Planner

**Numerical Competence** 

Multi-Tasking

Quick Learner

# **PROJECTS**

- Power BI Virtual Case Experience: Completed a virtual internship with PWC, designing
  a Power BI dashboard on Customer Retention Management, reflecting key
  performance indicators and call center analysis
- Covid-19 Global Cases Analysis: Created interactive Tableau dashboards to analyze and visualize Covid-19 global cases data, aiding in informed decision-making and understanding the impact of the pandemic
- **Customer Data Analysis for a US Bank:** Developed interactive Tableau dashboards to analyze and gain insights from customer data of a prominent US bank
- Trend of Admissions into State Universities: Designed a Power BI report and dashboard to analyze the trend of admissions into State Universities
- **Retail Store Student Survey:** Generated a Power BI report and dashboard to analyze retail store student data

# **PERSONAL DETAILS**

**Date of Birth**: 19<sup>th</sup> August 1998

Address: 2-7-143/1 Bhavani Nagar, Hanamkonda-506001, Telangana

**Languages Known:** English, Hindi, & Telugu

# PDF Converter

Only two pages were converted.

Please **Sign Up** to convert the full document.

www.freepdfconvert.com/membership