



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

2013
10th 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: 19th 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