# Prashant Sharma

LinkedIn

#### PROFESSIONAL SUMMARY

Enthusiastic problem solver with expertise in analytics, data science, and digitization projects. Experienced in data analysis, delivering solutions, and driving innovation through cross-functional teams. Skilled in SQL, Power BI, Python, Spreadsheet and Tableau

#### **EDUCATION**

Bachelor of Arts (Actuarial Science)2020 - 2023University of RajasthanGrade: 68.0%Intermediate (Class XII)2017 - 2018Universe Public Senior Secondary SchoolGrade: 64.4%Matriculation (Class X)2015 - 2016The Learners AcademyGrade: 78.0%

#### EXPERIENCE

# Senior Executive Business Development (Sales)

July 2024 - Present

Wooden Street

C - Scheme

- Develop
- Deliver Training Programs: Design and implement comprehensive sales training programs, including onboarding, product knowledge, sales methodologies, and leadership development, to ensure high performance across sales teams.
- Performance Analysis
  - Reporting: Track and analyze sales performance metrics, providing actionable insights and customized coaching to individuals or teams to improve conversion rates and sales effectiveness
- Sales Tools
  - Technology Training: Lead training sessions on the use of CRM systems, sales automation tools, and other technology platforms to enhance the productivity and efficiency of sales teams
- Lead Training Assessments: Assess the effectiveness of training programs through feedback, sales performance data, and ongoing evaluations, ensuring continuous improvement and scalability of training initiatives.

# **Guest Relations Senior Associate**

January 2023 - May 2024

ITC Rajputana Luxury Collection Hotel

Jaipur

- Taking the check- in and check-out and billing of the Guest.
- Analyzed data and created reports for senior management. Make sure everything should be according to the process and manage the data
- Managed team resources, including assigning tasks, monitoring progress, and ensuring deadlines were met.

### Customer Service Associate

September 2021 - October 2022

Teleperformance

Jaipur

- In Teleperformance I am working in a Amazon North America Process. Maintained knowledge of current sales promotions and new product releases.
- Assisted customers with returns, exchanges, refunds, and other transactions as needed
- Demonstrated active listening skills when responding to customer questions and complaints.

## Customer Service Representative

July 2020 - August 2021

ICA Gallery

Jaipur

- Delivered top-notch customer services, coordinating activities, and resolving complaints on a Etsy portal
- Consistently received all-star reviews from customers for exemplary customer service experience
- Managed overall service quality and ensured satisfaction levels of all the customers

#### **PROJECTS**

### Columbia Asia Hospital Project - Power BI Projects

December 2024

• Analyze hospital data to track patient trends, treatment outcomes, and financial performance using Power BI.

- Develop interactive dashboards, integrate data from multiple sources, and generate reports on hospital KPIs.
- Identified trends in patient admissions, treatment efficiency, and areas for financial and operational improvement.
- Power BI, Excel, SQL for data extraction, and data visualization.

# SQL: Social Media Project (Github) (Demo)

November 2024

- Analyze social media data to uncover user engagement, content performance, and trends.
- Design a relational database and use SQL for analyzing user behavior, content popularity, and engagement patterns.
- Identified peak engagement times and high-performing content types.
- SQL query writing, database design, and data analysis, MySQL, SQL Server, PostgreSQL, Excel.

# Zomato Restaurant Analysis (Github) (Demo)

August 2024

- Designed a dashboard in Excel to analyze key restaurant metrics like ratings, costs, and feedback across multiple countries and cities.
- Create visualizations to highlight trends in delivery, booking preferences, and cuisine popularity.
- Identified price vs. rating trends and insights for expanding restaurant presence in specific regions.
- Data visualization, dashboard design, and trend analysis, Excel, Power Query.

### **CERTIFICATIONS**

### Professional Certificate in Data Science Newton School

July 2024

- Built a strong foundation in data science concepts, including data cleaning, data analysis, and visualization, as part of Newton School's structured curriculum.
- Developed expertise in SQL and Advanced SQL for data Skills/Tools: SQL, Python, PowerBI, Spreadsheets, Statistics

### **SKILLS**

Data Tools: Power BI

Software Packages: MySQL, Excel, Windows

Soft Skills: Communication Skills, Presentation Skills, People skills, Responsibility, Critical Thinking, Teamwork, Creativity, Research, Decision-making, Time management, Team Building, Leadership, Written communication, Verbal/nonverbal communication, Public speaking, Interpersonal communication

Others: Photoshop, Analytics, Social Media, Spreadsheet, Microsoft Office, Email Marketing