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 - 2023
University of Rajasthan — Grade: 68.0%

Intermediate (Class XII) — 2017 - 2018
Universe Public Senior Secondary School — Grade: 64.4%

Matriculation (Class X) — 2015 - 2016
The Learners Academy — Grade: 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: Windows, Excel, MySQL
Soft Skills: Interpersonal communication, Public speaking, Verbal/nonverbal communication, Written communication, Leadership, Team Building, Time management, Decision-making, Research, Creativity, Teamwork, Critical Thinking, Responsibility, People skills, Presentation Skills, Communication Skills
Others: Email Marketing, Microsoft Office, Spreadsheet, Social Media, Analytics, Photoshop