

# Prashant Sharma

[LinkedIn](#)

## PROFESSIONAL SUMMARY

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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

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<b>Bachelor of Arts</b> (Actuarial Science) University of Rajasthan	2020 - 2023 Grade: 68.0%
<b>Intermediate (Class XII)</b> Universe Public Senior Secondary School	2017 - 2018 Grade: 64.4%
<b>Matriculation (Class X)</b> The Learners Academy	2015 - 2016 Grade: 78.0%

## EXPERIENCE

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**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

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**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

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**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

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

**Databases & Data Tools:** Excel, MySQL, Power BI, Spreadsheet

**Cloud & DevOps:** Windows

**Domain & Business Skills:** Analytics, Email Marketing, Photoshop, Social Media

**Frameworks & Libraries:** Microsoft Office