

Akhil Chauhan

[LinkedIn](#) • [Github](#)

PROFESSIONAL SUMMARY

Data Analyst skilled in SQL, Excel, and Power BI with hands-on experience in data cleaning, analysis and visualisation. Experienced in writing complex SQL queries using joins and window functions, building KPI dashboards, and deriving business insights from structured datasets. Strong understanding of data visualization and reporting, and analytical problem-solving to support data-driven decision making.

EDUCATION

Bachelor of Technology (Mechanical Engineering) National Institute of Technology Hamirpur	2018 - 2022 Grade: 8.36/10.0
Intermediate (Class XII) Swami Vivekananda Sen. Sec. School	2016 - 2017 Grade: 86.2%
Matriculation (Class X) Jawahar Navodaya Vidyalaya Una	2014 - 2015 Grade: 10.0/10.0

PROJECTS

Amazon Ecommerce Analysis ([Github](#)) February 2026

- Analyzed 113K+ e-commerce orders using Power BI and MySQL to evaluate revenue trends, returns, and customer behavior.
- Built Power BI dashboards with DAX measures to track KPIs
- Performed RM-based customer segmentation to identify high-value customers and design a tiered loyalty strategy.
- Analyzed delivery type vs wait time, revealing significant fulfillment differences shipments.
- Detected seasonal sales dips and recommended targeted promotional campaigns to increase order volume.

Chinook Music Store Project (SQL, Google Sheets) ([Github](#)) January 2026

- Analyzed customer data from 11 Relational tables, to understand purchasing behavior, revenue drivers, and market performance.
- Built an RFM-based customer risk profiling model using NTILE window functions
- Performed rule-based CLV segmentation and identified top segment
- Evaluated customer lifecycle trends, loyalty, and churn patterns
- Compared key metrics for long-term vs new customers.
- Generated business insights to support data-driven decisions on customer retention and marketing prioritization.

IT Ticket Support Analysis (Excel) ([Github](#)) October 2025

- Examined 97000+ IT tickets over 5 years of to evaluate performance, efficiency, and satisfaction metrics.
- Cleaned and transformed data by standardizing timelines, handling missing values
- Built an interactive Excel dashboard using Pivot Tables, charts, and slicers to monitor key KPIs
- Delivered data-driven recommendations for decision making

CERTIFICATIONS

Professional Certificate Course in Data Science Newton School September 2025

- [Data Analyst Certificate](#)
- Currently pursuing NewtonSchool's Data Science Certification Program

SKILLS

Computer Languages: Python, SQL

Data Tools: Power BI

Software Packages: Excel, MySQL

Soft Skills: Teamwork, Communication Skills

Others: Spreadsheet, Analytics