

# Ankush Tiwari

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## PROFESSIONAL SUMMARY

Analytically-minded Data Analyst with a passion for extracting meaningful insights from complex datasets. Proficient in SQL, Excel for data manipulation and analysis. Skilled in data visualization tools like Power BI for creating interactive dashboards. Adept at identifying trends and patterns to drive informed business decisions. Strong team player with excellent communication skills, eager to contribute to the success of data-driven initiatives.

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## EDUCATION

<b>Bachelor of Computer Applications</b> (Computer Applications) Sinhgad College of Science	2015 - 2019 Grade: 49.0%
<b>Intermediate (Class XII)</b> SN College of Science, Commerce, Arts.	2014 - 2015 Grade: 58.15%
<b>Matriculation (Class X)</b> Kothari Convent	2012 - 2013 Grade: 67.8%

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## EXPERIENCE

<b>Senior Process Executive- Voice</b> Cognizant Technology Solutions India Private Limited	June 2024 - Present <i>Pune</i>
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- Handled high-volume provider calls, managing an average of 40 inquiries daily, ensuring accurate and timely resolution of benefit and claim-related issues.
- Resolved complex provider inquiries by interpreting policies and escalating issues to cross-functional teams when necessary, achieving a first-call resolution rate of 95%.
- Consistently exceeded established SLAs for call handling and resolution by 15%, achieving a 98% provider satisfaction rate and improving operational efficiency by 10%.
- Ensured 100% adherence to standard operating procedures (SOPs) in all interactions and claim resolutions by rigorously utilizing the process SOPs, resulting in a 5% reduction in errors and maintaining compliance and accuracy.
- Collaborated with vendors to gather necessary information and resolve complex claim-related issues, reducing average claim processing time by 20% and ensuring 95% accuracy in processing.

<b>Technical Support Engineer</b> WNS	April 2021 - March 2023 <i>Pune</i>
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- Resolved 90%+ of hardware and software issues on the first call, ensuring minimal downtime for users.
- Handled 80% of inbound and outbound technical calls independently, assisting users with installation, configuration, and issue resolution.
- Reduced repeat issues by **40%** through effective step-by-step guidance and user education.

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## PROJECTS

<b>Coffee Shop Sales (Excel)</b> ( <a href="#">Github</a> ) ( <a href="#">Demo</a> )	February 2024
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- Analyzed retail sales data to identify trends, improving revenue insights by **70%**.
- Utilized pivot tables and charts to visualize total sales, average bill per person, and category-wise distribution, increasing report clarity by **60%**.
- Implemented data cleaning techniques to remove inconsistencies, improving data accuracy by **80%**.

<b>Road Accident Analysis (Power BI)</b> ( <a href="#">Github</a> ) ( <a href="#">Demo</a> )	September 2023
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- This project is aimed at developing a Power BI Dashboard for generating insights about road accident data in the United Kingdom.
- Designed and developed an interactive Power BI dashboard, improving accident data visibility by **80%**.
- Correlated accident frequency with weather conditions, enhancing predictive insights by **40%**.

<b>IMDB Movie Analysis (MySQL)</b> ( <a href="#">Github</a> ) ( <a href="#">Demo</a> )	March 2023
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- Executed complex SQL queries to analyze Bollywood movie trends, enhancing data-driven insights by **75%**.
- Utilized CTEs, window functions, subqueries, and joins to extract key metrics, improving query efficiency by **60%**.
- Identified top-performing actors, directors, and genres, aiding global expansion strategies by **50%**.

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## CERTIFICATIONS

<b>Newton School Data Science Certificate</b> Newton School	May 2023
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- **MS Excel** - Proficient in MS Excel functions and features for data analysis and manipulation.
- **MySQL** - Skilled in managing databases efficiently using MySQL
- **Power BI** - Experienced in Power BI, skilled at data manipulation and creating interactive Dashboards with DAX queries, enabling insightful data visualization

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## SKILLS

**Computer Language:** Python, SQL

**Soft Skill:** Communication Skills

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

**Frameworks & Libraries:** Microsoft Office, Pandas