

Firdos Banu S

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PROFESSIONAL SUMMARY

Passionate and detail-oriented aspiring Data Analyst with strong skills in Excel, SQL, and Power BI. Currently honing analytical expertise at Newton School to solve real-world problems with data-driven insights. Eager to contribute innovative solutions and grow in the data analytics industry.

EDUCATION

Bachelor of Computer Applications (Computer Science) National Degree College	2016 - 2019 Grade: 91.0%
Intermediate (Class XII) BNM	2014 - 2016 Grade: 82.83%
Matriculation (Class X) New Millennium	2013 - 2014 Grade: 83.84%

PROJECTS

Amazon E-commerce ([Github](#)) March 2025

- Identified top-selling, underperforming high-priced products, analyzed regional revenue to optimize sales.
- Examined customer returns and ratings to improve product quality and experience.
- Used Power BI dashboards to track sales trends and optimize promotions, pricing, and inventory.

Chinook Music Store Analysis ([Github](#)) January 2025

- Analyzed music sales data using SQL to identify top genres, best artists, and customer preferences.
- Examined revenue trends, regional sales, and customer demographics for business insights.
- Recommended strategies like targeted marketing, bundling, and pricing adjustments to boost sales.

IT Ticket Analysis ([Github](#)) December 2024

- Analyzed IT tickets to assess agent performance, resolution time, and customer satisfaction.
- Identified patterns in ticket volume, recurring issues, and process inefficiencies.
- Created dashboard using Excel to track key metrics and suggest improvements.

CERTIFICATIONS

Data Science Certification course Newton School November 2024

I am currently pursuing a Data Science Certification Course from Newton School, gaining hands-on experience in Excel, SQL, and Power BI to enhance my analytical and problem-solving skills.

SKILLS

Computer Languages: Python, SQL

Data Tools: Power BI

Software Packages: Excel, MySQL

Soft Skills: Presentation Skills, Leadership, Time management, Teamwork, Critical Thinking

Others: Spreadsheet, Tableau