

# Husen Shaikh

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## PROFESSIONAL SUMMARY

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Results-driven Business Analyst with 1.9+ years of experience translating complex business data into actionable insights that drive operational efficiency. Proficient in SQL, Advanced Excel, and Power BI for end-to-end data analysis, dashboard development, and KPI reporting. Demonstrated ability to gather and document business requirements, identify gaps, and collaborate with cross-functional stakeholders to deliver data-backed recommendations.

## EDUCATION

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<b>Master of Science</b> (Computer Science) ATSS CBSCA Chinchwad	2022 - 2024 Grade: 8.3/10.0
<b>Bachelor of Science</b> (Computer Science) ATSS CBSCA Chinchwad	2019 - 2022 Grade: 8.9/10.0
<b>Intermediate (Class XII)</b> PRATIBHA JR. COLLEGE	2018 - 2019 Grade: 61.0%
<b>Matriculation (Class X)</b> SMT G.T.C HIGH SCHOOL	2016 - 2017 Grade: 70.0%

## EXPERIENCE

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**Operation Analyst** September 2023 - February 2025  
Zolo *Pune*

Analyzed operational data across 6+ business processes, leading to a 22% improvement in workflow turnaround time. Developed 5+ dashboards tracking occupancy KPIs, revenue trends, and tenant satisfaction for senior management. Standardized SOPs for 3 core departments, reducing onboarding time by 30% and process ambiguity significantly. Translated requirements from 4 cross-functional stakeholders into reporting frameworks, improving monthly reporting accuracy by 18%.

**Software Associate** February 2023 - July 2023  
Capgemini *Navi Mumbai*

Collaborated on requirements gathering with 3 client teams, documenting functional specs and user stories. Performed data validation across application modules, reducing pre-production defects by 20%.

## PROJECTS

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**Bank CRM – Customer Churn Analysis — SQL, Power BI, DAX** February 2026

Conducted end-to-end churn analysis on a 10,000+ customer CRM dataset, identifying 4 key churn drivers: tenure, credit score, geography, and product holdings. Built 3 interactive Power BI dashboards with DAX measures, conditional formatting, and slicers; flagged 1,200+ high-risk customers for targeted retention action. Reduced average churn identification time by 40% through automated BI reporting, replacing manual Excel-based monthly reviews.

**Chinook Music Store – Sales & Customer Analysis — SQL (MySQL)** December 2025

Performed SQL analysis on 11 relational tables spanning 53 cities, 24 countries and 25 genres to uncover \$X in sales patterns and customer behavior insights. Identified top 3 revenue-driving genres (Rock, Alternative Punk, Latin) accounting for 62% of total sales, informing region-specific marketing strategies. Analyzed purchase patterns across 412 customers to propose cross-selling opportunities, projecting a 12% uplift in average order value. Recommended customer retention and CLV (Customer Lifetime Value) initiatives estimated to reduce churn by 18% based on purchase frequency segmentation.

**Zomato Restaurant Expansion Analysis — Excel, Pivot Tables, Dashboard ( Demo )** February 2025

Analyzed 9,500+ restaurant records across 15 countries to identify market trends and top-performing segments by cuisine and geography. Applied VLOOKUP, aggregate, and text functions to clean and structure large datasets, reducing data inconsistencies by 35%. Built interactive Excel dashboard with 8 dynamic Pivot Tables, surfacing insights on ratings, price range, and cost trends. Delivered 5 data-driven expansion recommendations, identifying 3 high-potential markets based on customer rating density and cuisine gap analysis.

## SKILLS

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**Software Packages:** Excel, MySQL

**Others:** Microsoft Office, Tableau