

# Isha Bhatkar

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## PROFESSIONAL SUMMARY

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Data-driven professional with experience in quality assurance and operations management. Proficient in SQL, Power BI, and Excel, with hands-on experience in data analysis, reporting, and dashboard creation. Skilled at identifying trends, improving processes, and supporting data-driven business decisions through analytical insights.

## EDUCATION

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<b>Bachelor of Business Administration</b> (Management) University of petroleum and energy studies	2019 - 2022 Grade: 7.8/10.0
<b>Intermediate (Class XII)</b> Red rose convent school	2018 - 2019 Grade: 74.0%
<b>Matriculation (Class X)</b> Red rose convent school	2016 - 2017 Grade: 71.0%

## EXPERIENCE

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**Business Development Associate – Quality & Operations** September 2025 - Present  
Urban Company *Delhi*

- Analyzed service performance data using Excel dashboards, identifying patterns that helped improve service quality and reduce complaints by 15–20%.
- Conducted quality audits of partner service professionals, ensuring adherence to operational guidelines and platform policies.
- Generated weekly performance and quality reports to track service metrics and support operational decision-making.
- Collaborated with cross-functional teams to resolve service issues, improving customer satisfaction scores and response time by 20%.
- Maintained service data records and performed data validation and error checks to ensure accurate reporting and analysis.
- Assisted in training and onboarding new service partners, helping improve service delivery standards across the platform.

**Human Resource** March 2023 - January 2024  
IMS People possible group *Ahmedabad*

- Develop and implement healthcare compliance documents for UK locums workers, ensuring alignment with industry regulations and standards
- Act as the point of contact for compliance related inquires and escalate issue when necessary
- Prepare and submit compliance reports to management and regulatory bodies
- Work with HR department to ensure screening and onboarding of healthcare staff, ensuring compliance with licensing and credentialing requirements

## PROJECTS

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**Chinook Music Store SQL project** ([Github](#)) ([Demo](#)) June 2025

- Wrote SQL queries using JOIN, GROUP BY, and aggregate functions to analyze sales data.
- Identified top customers and best-performing music genres based on revenue analysis, customer purchasing behavior and sales distribution across markets.
- Used subqueries and filtering to extract insights from relational database tables.

**Zomato Restaurant Data Analysis using Excel** ([Github](#)) ([Demo](#)) April 2025

- Performed data cleaning and preprocessing using Excel functions to improve dataset accuracy.
- Analyzed restaurant ratings, cuisines, and pricing trends to identify market opportunities.
- Created pivot tables and charts to visualize customer preferences and spending patterns. Used conditional formatting and lookup functions to identify top-performing restaurants.

## CERTIFICATIONS

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**Professional Certificate in Data Science** Newton School February 2025

- Learning data analysis, SQL querying, Power BI dashboarding, and statistical analysis for business decision-making.
- Built hands-on projects involving data cleaning, data transformation, and visualization.
- Using Excel, SQL, and Power BI to derive insights and support data-driven business strategies.

**Iata Aviation Certification** International Air Transport Association January 2022

- Completed aviation training aligned with global airline industry standards.
- Learned fundamentals of airline operations, airport procedures, ticketing systems, and passenger handling processes.
- Gained exposure to aviation safety regulations and operational workflows used by airlines and airports worldwide.

## SKILLS

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**Computer Language:** SQL

**Soft Skill:** Communication Skills, Critical Thinking, Decision-making, Leadership, Presentation Skills, Problem-Solving, Teamwork, Time management

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

**Domain & Business Skills:** Analytics

## EXTRA-CURRICULAR ACTIVITIES

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Co-Curricular Activities & Volunteer Work

- Achieved State-Level recognition in Swimming.
- Participated in college extracurricular activities that strengthened teamwork, leadership, and communication skills.

Hobbies

- Reading novels
- Traveling and exploring cultures