

Manoj M

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PROFESSIONAL SUMMARY

Data Analyst with a strong foundation in software engineering and 2 + years of experience in frontend development. Proficient in SQL, Excel, Python, and Power BI with hands-on experience in real-world analytics projects and business dashboards. Actively transitioning into data roles by leveraging both technical and analytical skills to solve business problems and drive data-informed decisions that contribute to business growth.

EDUCATION

Bachelor of Engineering (Electronics and Communication Engineering) University BDT College Of Engineering, Davanagere	2019 - 2023 Grade: 7.0/10.0
Intermediate (Class XII) Yagnavalkya PU College	2018 - 2019 Grade: 84.0%
Matriculation (Class X) Presidency Eng Med School	2016 - 2017 Grade: 92.48%

EXPERIENCE

Software Engineer Freelancer	July 2024 - March 2025 <i>Bengaluru, Karnataka</i>
Designed and developed robust software solutions that automated civil construction workflows and streamlined waste management processes.	
Software engineer Ticketsque Solutions Pvt ltd	May 2023 - April 2024 <i>Bengaluru, Karnataka</i>
Developed interactive web applications using React.js in a product-based environment, focusing on user experience and business goals. Collaborated with cross-functional teams to deliver scalable, maintainable features.	

PROJECTS

Social Media Analytics	September 2025
<ul style="list-style-type: none">Collaborated with Meta's marketing team to analyze Instagram data and improve engagement.Identified top influencers and recommended them for ambassador programs.Discovered peak engagement at 9:15 PM to optimize campaign timing.Analyzed hashtags (#smile, #beach, #party) and user segments to guide targeted marketing.Suggested strategies to re-engage inactive users with personalized prompts and content.TOOLS USED : MySQL(For Data Analysis), MS Excel(For Visualization)	
IT Ticket Analysis	August 2025
<ul style="list-style-type: none">Analyzed 97K+ IT support tickets to identify trends in resolution, satisfaction, and agent performance.Built Excel dashboards tracking ticket volume, KPIs, and category trends.Identified that 60%+ of tickets had high satisfaction, while agents aged 41-50 had slower resolution and lower scores.Highlighted misaligned severity/priority combinations and recommended auto-triaging for high-severity cases.Tools and Functions Used: Pivot Tables, String Functions, Logical Functions, Lookup Functions, Visualization, Dashboards.	

CERTIFICATIONS

SQL (Advanced) Certificate Hackerrank (Link)	October 2025
It covers topics like query optimization, data modeling, Indexing, window functions, and pivots in SQL.	

SKILLS

Computer Languages: Python, HTML, CSS, JavaScript, C
Software Packages: Windows, Linux, Figma, React, Redux, Node.js, Bootstrap, Excel, MongoDB
Soft Skills: Public speaking, Responsibility, People skills, Communication Skills
Others: AWS, Jira, ServiceNow, Entrepreneurship, Microsoft Office, Spreadsheet, Analytics, SEO/SEM marketing