

Mousumi Gorai

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PROFESSIONAL SUMMARY

MIS Analyst with 2+ years of experience in supply chain and operations analytics, specializing in PI/PO tracking, vendor coordination, inventory management, and CRM-driven reporting. Proficient in Advanced Excel (XLOOKUP, Pivot Tables, Dashboards), SQL for data extraction and analysis, and Power BI for interactive reporting. Experienced in using Zoho CRM for customer data management, ticket tracking, and reporting. Delivered actionable insights through vendor-level tracking, dispatch analysis, and GRN/inward reporting to improve operational efficiency and decision-making.

EDUCATION

Master of Science (Mathematics) NMKRV College For Women	2021 - 2023 Grade: 81.0%
Bachelor of Science (Mathematics) Jamshedpur Women's College	2018 - 2021 Grade: 83.17%
Intermediate (Class XII) Jamshedpur Women's College	2016 - 2018 Grade: 63.4%
Matriculation (Class X) D.B.M.S Girls High School, Kadma Jamshedpur	2016 - 2016 Grade: 78.0%

EXPERIENCE

Mis analyst February 2026 - May 2026
Fleet lab technologies pvt Ltd(Apna Mart) *Bangalore*

- Prepared and managed daily and monthly MIS reports using Advanced Excel and Power BI.
- Created dashboards to track sales, inventory, and vendor performance.
- Analyzed data to identify trends and support operational decision-making.

MIS Analyst April 2024 - January 2026
Shadowfax Technologies pvt.ltd *Bangalore*

- Managed customer data and ticket lifecycle using Advanced Excel, SQL, and Zoho CRM, generating MIS reports to support business decisions
- Analyzed cross-functional data using Excel and SQL to identify trends and provide actionable business insights
- Developed automated dashboards using Excel, SQL, and Power BI to improve reporting efficiency and data accessibility

PROJECTS

Chinook SQL Database Analysis ([Github](#)) ([Demo](#)) July 2025

- Performed data analysis using SQL to identify sales trends, customer purchasing patterns, and revenue distribution.
- Applied advanced SQL concepts including JOINS, CTEs, subqueries, and aggregate functions for data extraction.
- Delivered insights to support business intelligence and data-driven decision-making.

IT Support Agent Performance and Ticket Analysis ([Github](#)) ([Demo](#)) May 2025

- Analyzed IT ticket data to measure agent performance, resolution time, and ticket priority trends.
- Created interactive dashboards using Pivot Tables, formulas, and charts to track key performance indicators (KPIs).
- Provided actionable insights to improve operational efficiency and customer satisfaction.

CERTIFICATIONS

SQL(Advanced) Certificate HackerRank January 2026

- Earned certification by successfully completing an advanced SQL skills test focused on query writing.
- Demonstrated proficiency in JOINS, subqueries, window functions, and advanced aggregations.

Professional Certificate in Data Science Newton School April 2025

- Currently enrolled in a Data Science program at Newton School ,completed modules in SQL, Advanced Excel, and Power BI, including hands-on project work.
- Applied data analysis, visualization, and reporting techniques on real-world datasets.

Introduction to Data Analytics Simplilearn

March 2024

- Covered fundamentals of data analysis, data handling, and analytical concepts.
- Gained basic exposure to Excel, SQL, and data-driven decision-making.

SKILLS

Data Tools: Power BI, Power BI

Software Packages: Excel, MySQL, Excel

Others: Spreadsheet