

Mousumi Gorai

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PROFESSIONAL SUMMARY

MIS Analyst with 2+ years of experience in operations, MIS reporting, and data analysis. Proficient in Advanced Excel, SQL, and Power BI for data analysis, reporting, and dashboard creation. Experienced in working with SQL queries including JOINS, filtering, aggregations, and UPDATE statements to support operational reporting and data analysis. Hands-on experience with Salesforce, MobaXterm, Zoho CRM, and basic Linux log analysis for ticket management, operational monitoring, and troubleshooting. Strong analytical and problem-solving skills with a focus on delivering accurate reports and actionable business insights.

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

MOT Executive (Operations & Data Analysis) May 2026 - Present
Innoviti Technologies Pvt. Ltd. *Bangalore*

- Perform SQL-based analysis of payment terminal transaction data using JOINS, UPDATE statements, filtering, aggregations, and other queries to investigate operational issues and support business reporting.
- Perform Linux log analysis using MobaXterm to troubleshoot payment terminal issues and utilize Salesforce to validate operational records, maintain transaction data and support issue investigation and resolution.
- Prepare operational reports in Advanced Excel and collaborate with cross-functional teams to improve data accuracy, reporting efficiency, and issue resolution.

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

Amazon Sales Performance Dashboard — Power BI ([Github](#)) June 2026

- Developed an interactive Power BI dashboard to analyze Amazon sales data (2011–2014) using Power Query, DAX, and data modeling.
- Designed KPI cards and interactive visualizations to track Sales, Profit, Orders, Customers, Quantity Sold, and Profit Margin.
- Built dynamic reports with interactive slicers to provide actionable business insights into sales and profitability.

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

Databases & Data Tools: Excel, MySQL, Power BI, Spreadsheet