

Nidhi Roy

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PROFESSIONAL SUMMARY

Data Analyst with hands-on experience in transforming complex datasets into actionable insights. Proficient in SQL (indexing, window functions, aggregation, subqueries, CTEs), Excel dashboards, and data visualization tools. Skilled in identifying trends, optimizing workflows, and supporting strategic decision-making through data-driven recommendations. Strong analytical mindset with a focus on improving operational efficiency, customer experience, and business performance.

EDUCATION

Bachelor of Commerce (Commerce) Maharshi Dayanand University	2016 - 2019 Grade: 6.1/10.0
Intermediate (Class XII) Deeksha public school	2015 - 2016 Grade: 8.7/10.0
Matriculation (Class X) Tarun Niketan Public School	2013 - 2014 Grade: 9.0/10.0

EXPERIENCE

UI Developer January 2021 - Present
Ex squared Solutions Pvt. Ltd. *Faridabad*

- Writing clean, scalable, and maintainable front-end code
- Proficient in HTML5, CSS3, SASS, JavaScript, Bootstrap, React (Material UI & Ant Design)
- Ensuring cross-browser compatibility and accessibility standards
- Collaborating closely with UX designers and backend teams to bridge the gap between design and functionality

PROJECTS

Astrosage Analysis ([Github](#)) June 2025

- Built an interactive Excel dashboard for Astrosage call center analytics, streamlining workload distribution and improving resource allocation across agents.
- Analyzed over 28,000 consultation records to uncover performance gaps, resulting in data-driven recommendations that enhance customer satisfaction and operational efficiency.
- Identified key trends in call volume and revenue streams, enabling targeted investments that optimize staffing, technology, and customer experience strategies.
- Leveraged correlation metrics and structured dashboards to highlight inefficiencies, supporting a Rs.1 crore investment plan aimed at balancing workload and boosting agent productivity.

CERTIFICATIONS

SQL Hackerrank August 2025
It includes topics such as query indexing, window functions, aggregation functions, subqueries, and common table expressions (CTEs)

SKILLS

Computer Languages: HTML, CSS, SQL, SQL, Python
Software Packages: React, Excel, Figma, Tailwind, MySQL, Excel
Soft Skills: Written communication, Communication Skills
Others: Microsoft Office, Spreadsheet, Jira