

# Rahul

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## PROFESSIONAL SUMMARY

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Passionate data enthusiast with strong foundations in SQL, Excel, Power BI. Pursuing an online data science certification program that helped develop my skills in data collection, processing, analysis and generating appealing visualizations and dashboards. I am eager to apply my analytical acumen and data science passion to real-world challenges. Seeking an entry-level position in data analytics and business analytics to begin my professional journey and make meaningful contributions to an innovative organization.

## EDUCATION

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<b>Bachelor of Engineering</b> (Electronics and Communication Engineering) Panjab University Chandigarh	2020 - 2024 Grade: 8.33/10.0
<b>Intermediate (Class XII)</b> JNV Khara-Kheri Fatehabad	2018 - 2019 Grade: 88.6%
<b>Matriculation (Class X)</b> JNV Khara-Kheri Fatehabad	2016 - 2017 Grade: 9.8/10.0

## EXPERIENCE

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**Analyst** February 2025 - May 2025  
eClerx Services Ltd Chandigarh, India

1. Provided analytical and operational support to a US-based telecommunications client (Xfinity), ensuring adherence to defined SLAs, KPIs, and quality standards.
2. Performed data analysis, data validation, and data quality checks on high-volume datasets to identify trends, anomalies, and process gaps.
3. Generated daily, weekly, and monthly reports using structured data analysis to support business decision-making.
4. Conducted root cause analysis on data discrepancies and collaborated with cross-functional teams to resolve issues efficiently.
5. Maintained data accuracy, compliance, and documentation in alignment with client requirements and internal governance policies.

## INTERNSHIPS

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**Trainee** January 2024 - July 2024  
Defence Research and Development Organisation (DRDO) Chandigarh

1. Performed primary research to identify village-to-village communication challenges; conducted field and desk research with a 5-member team to assess needs and project feasibility; collaborated on selecting and scoping a communication improvement project; extracted and cleaned data from SQL for analysis and reporting.
2. Delivered a clear needs & feasibility assessment that guided project selection; built Tableau visualizations from SQL data to highlight communication gaps for stakeholders; produced aggregated Excel pivot reports that sped up decision-making and project planning.
3. Skills: Research methodologies, field research, teamwork & stakeholder collaboration, SQL (data extraction), Tableau (data visualization), Excel (aggregation & pivot tables), project scoping & feasibility analysis.

## PROJECTS

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**End-to-End Bank Customer Churn Analysis & Dashboarding Project** ([Github](#)) ([Demo](#)) January 2026

1. Analyzed a banking customer dataset to measure overall and year-wise churn and identify key behavioral and demographic churn drivers.
2. Developed complex SQL queries involving joins, CTEs, CASE statements, aggregations, and window functions to support churn analysis, customer segmentation, and risk assessment.
3. Built a comprehensive Power BI dashboard with executive KPIs, churn trend analysis, tenure and product-based churn insights, and interactive slicers for dynamic exploration.
4. Applied conditional formatting techniques to highlight customers at high risk of churn and evaluate the impact of credit card ownership on customer retention.
5. Delivered structured documentation and PPT summarizing insights, risks, and data-driven strategies to reduce churn and improve customer engagement.

**Social Media User Engagement Analytics** ([Github](#)) ([Demo](#)) December 2025

- Analyzed user behavior and engagement data on an Instagram-like platform using **MySQL and SQL**.
- Built complex SQL queries to evaluate **user activity, engagement rates, influencer impact, and hashtag performance**.
- Segmented users into creators, influencers, engaged, passive, and inactive groups to support **targeted marketing strategies**.
- Identified **high-value users and potential brand ambassadors** based on engagement quality and follower metrics.
- Presented **data-driven insights and recommendations** to management through a professional PowerPoint presentation.

**IT Ticket Dashboard Analysis** ([Github](#)) ([Demo](#)) September 2025

1. Analyzed IT helpdesk ticket data to identify performance trends, bottlenecks, delays in resolution, and their impact on customer satisfaction, aiming to improve support efficiency.
2. Found hardware tickets had the slowest resolution times (avg. 7.6 days); identified 29,410 unassigned tickets due to outdated software; highlighted top-performing age groups (48–53) and mid-level agents needing targeted training; uncovered correlation between slow resolution times and lower satisfaction.
3. Recommended automated ticket assignment, workflow upgrades, targeted training, and mentorship programs—enabling faster resolution cycles and improved service quality.
4. Excel (pivot tables, slicers, charts, correlation analysis), Data analysis, Reporting, Business insight generation, PowerPoint storytelling, Documentation.

## SKILLS

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**Computer Language:** Python, SQL

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

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

**Cloud & DevOps:** Git and Github

**Domain & Business Skills:** Analytics

**Frameworks & Libraries:** Microsoft Office

**EXTRA-CURRICULAR ACTIVITIES**

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1. Head Boy of the School(2018-19)
2. National Hockey Player(SGFI)(2018-19)
3. NVS All National Hockey Meet Champion(2017)
4. UIET MUN -7.0 Hospitality Team (Secretary)