

Sanjay Singh Chauhan

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PROFESSIONAL SUMMARY

Operations Analyst with experience in Python automation, data quality assurance, MIS reporting, and large-scale dataset processing. Skilled in SQL, Advanced Excel, Power BI, and end-to-end data pipeline development. Proven ability to automate workflows, improve data accuracy, and deliver operational insights that reduce turnaround time.

EDUCATION

Master of Science (Biology) 2022 - 2024
Central University of himachal pradesh Grade: 7.8/10.0

Bachelor of Applied Science (Biotechnology) 2019 - 2022
MDU rohtak Grade: 65.0%

Intermediate (Class XII) 2017 - 2018
vm senior secondary school Grade: 74.0%

Matriculation (Class X) 2015 - 2016
senior shreeram model high school Grade: 7.8/10.0

EXPERIENCE

QC Executive November 2025 - Present
Girnarsoft (CarDekho) Gurugram

- Processed and validated large-scale vehicle and property datasets for auction listings, maintaining 0% critical error rate through multi-level QC.
- Automated data cleaning, transformation, and validation using Python, reducing manual processing effort by 80%+
- Developed AI API-integrated Yard City Finder (95% accuracy) and MMV Extraction Engine (98% accuracy) using rule-based logic and Indian pincode DB.
- Designed automated Excel QC templates and upload sheets, standardizing client submissions and improving first-pass upload success rates.

Operations Analyst - Email Support August 2024 - October 2025
Concentrix Gurugram

- Conducted trend analysis on 1,200+ support tickets (refunds, returns, pickups); insights drove a 30% reduction in recurring seller issues.
- Performed ASIN-level activity analysis; raised 400+ compliance tickets, contributing to a 98% customer satisfaction score.
- Generated periodic MIS reports and tracked KPIs to support data-driven decision-making by team leads and stakeholders.

PROJECTS

Social Media Engagement Analysis and Influencer Identification ([Github](#)) November 2024

- Analyzed Instagram user data (855M global users) using SQL to segment engagement levels, revealing that posts with #party, #food, and #fashion had the highest engagement rates.
- Identified peak user activity windows (11AM-12PM, 4-7PM, and 9-11PM) and proposed time-based targeting strategies to boost campaign effectiveness.
- Built influencer score using a 60% engagement rate and 40% follower count formula to shortlist top candidates for marketing collaborations.
- Tools used - SQL, Excel

AstroSage Operations Analysis: Improving Efficiency and User Experience ([Github](#)) October 2024

- Identified peak user activity (6AM-4PM) and recommended shift optimization to enhance agent efficiency and reduce wait times.
- Revealed chat dominance (70% of activity) but low revenue (Rs.45K vs. Rs.1.68L from calls); proposed chat automation and agent training to boost conversions.
- Flagged 13K+ failed/incomplete chats and low agent ratings; suggested targeted training and incentives to improve service quality and retention.
- Tools used - Excel

CERTIFICATIONS

Hacker rank SQL intermediate Hacker Rank ([Link](#)) July 2025

- Achieved an SQL Intermediate Certificate, demonstrating strong skills in complex queries, joining tables, and advanced data analysis. Proficient in aggregation, subqueries, and data manipulation

Professional Certificate Course in Data Science Newton school September 2024

- Advanced Data Science certification with a focus on SQL, Power BI, machine learning, and statistical analysis for impactful data-driven decision-making.

SKILLS

Computer Language: Python, SQL, DAX

Soft Skill: Communication Skills, Creativity, Critical Thinking, Presentation Skills, Teamwork, Time management

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

AI / ML: Machine Learning

Domain & Business Skills: Analytics

Frameworks & Libraries: Matplotlib, Microsoft Office, Pandas