Santosh Kumar

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PROFESSIONAL SUMMARY

Former Associate at Wipro with experience in content moderation, data review, and quality checks. Involved in handling reports, maintaining accuracy, and working with structured data, and now seeking opportunities in Data Analyst or MIS roles.

EDUCATION

Bachelor of Technology (Mechanical Engineering)   2014 - 2019
Vishnu institute of Technology   Grade: 60.0%

Intermediate (Class XII)   2012 - 2014
Narayana Junior College   Grade: 84.8%

Matriculation (Class X)   2011 - 2012
Vignan Concept School.   Grade: 7.7/10.0

EXPERIENCE

Senior Associate   April 2023 - April 2024
Wipro Limited   *Hyderabad*

- Promoted based on consistent performance, quality metrics, and adherence to operational SLAs.
- Analyzed operational and quality data using Excel (**Pivot Tables, XLOOKUP, conditional formatting) to track error trends, productivity, and compliance.**
- Created weekly/monthly MIS reports and PowerPoint dashboards to present insights, root causes, and recommendations to stakeholder.
- Used internal tools (Athena) to extract and validate data, supporting quality audits and process improvement initiatives.

Associate   August 2022 - April 2023
Wipro Limited   *Hyderabad*

- Reviewed and analyzed user-generated content using the **Athena tool**, ensuring policy compliance with **95%+ accuracy** and contributing to a **20–30% reduction in policy violations**.
- Improved review efficiency by **15–20%** by streamlining workflows, helping reduce repeat violations by **25%** and enhancing platform safety.
- Used **Excel and PowerPoint** to track content trends, prepare reports, and present key moderation insights to clients and stakeholders.

PROJECTS

Amazon E-Commerce Project Power-Bi ([Github](#)) ([Demo](#))   September 2024

- Analyzed customer benefits and rewards by categorizing sales data and visualizing insights to boost engagement.
- Applied ETL processes for data cleaning and modeling, improving analysis accuracy.
- Used DAX functions to calculate discount percentages, identifying the highest discount in Health and Beauty and the lowest in Electronics.
- Skills : Power Bi, Microsoft Word, Microsoft PowerPoint

IPL RCB Strategy - SQL ([Github](#)) ([Demo](#))   August 2024

- Assisted the RCB team in the 2017 IPL Mega Auction by analyzing player performance and financial data.
- Used SQL to evaluate past season performance, identifying key metrics for retention and acquisition decisions.
- Provided insights on player retention and suggested high-performing acquisitions, ensuring a balanced team for a competitive edge.
- Skills : My SQL, Microsoft Word, Microsoft PowerPoint

Zomato Restaurants Expansion - Excel ([Github](#)) ([Demo](#))   June 2024

- Analyzed global restaurant data to provide strategic insights for Zomato's market expansion.
- Used advanced Excel functions for data cleaning, sorting, and filtering, and created PivotTables and interactive charts for data visualization.

- Developed a dashboard with features like What-If Analysis, forecasting, and regression to support data-driven decision-making.
- Skills : Microsoft Excel, Microsoft Word, Microsoft PowerPoint

CERTIFICATIONS

Professional Certificate in Data Science - April 2024 Newton School   April 2024

- Completed **Newton School Certification in Data Analytics**, covering **Advanced Excel, SQL, and Power BI** with hands-on projects in data cleaning, analysis, and visualization.
- Gained practical experience in building **interactive dashboards, MIS reports, and business insights** using real-world datasets.

SKILLS

Computer Languages: SQL, SQL, Python
Data Tools: Power BI, Power BI
Software Packages: Excel, MySQL, Excel
Soft Skills: Public speaking, Written communication, Leadership, Time management, Decision-making, Research, Teamwork, Critical Thinking, Presentation Skills, Communication Skills
Others: Microsoft Office, Spreadsheet, Social Media, Analytics

EXTRA-CURRICULAR ACTIVITIES

Data Science Reading
Research,

Independent Data Projects,