

# Shivani Tiwari

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## PROFESSIONAL SUMMARY

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Detail-oriented Data Analyst with expertise in data visualization, business intelligence, and CRM systems. Proficient in Power BI, SQL, and Advanced Excel, with a strong ability to streamline reporting processes, enhance data accuracy, and generate actionable insights. Experienced in internal audit support, KPI tracking, and collaborating with cross-functional teams to drive business performance and organizational growth. Skilled in utilizing Salesforce CRM to optimize customer operations and deliver data-driven recommendations.

## EDUCATION

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<b>Bachelor of Science</b> (Biotechnology) Manipal University, Jaipur, Rajasthan	2021 - 2024 Grade: 7.8/10.0
<b>Intermediate (Class XII)</b> DAV Public School, Bariatu, Ranchi, Jharkhand	2018 - 2019 Grade: 86.0%
<b>Matriculation (Class X)</b> Saraswati Vidya Mandir, Buxar, Bihar	2016 - 2017 Grade: 10.0/10.0

## EXPERIENCE

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**Data Analyst (Internal Audit & Compliance)** September 2025 - Present  
InterGlobe Aviation Ltd (Indigo Airlines) *Gurgaon, Haryana*

- Conduct internal audits to ensure compliance with policies, regulatory standards, and SOPs.
- Analyze data trends and provide insights to management, assisting in forecasting and strategic planning.
- Skilled in ADVANCED EXCEL, data visualization, and presentation techniques.
- Skilled in MYSQL utilizing JOINS and SUBQUERIES to extract and manipulate data for actionable insights.
- Skilled in building interactive POWER BI dashboards and applying DAX formulas to transform data into visually compelling reports and update and monitor Key Performance Indicators (KPIs) for accurate reporting and decision-making.
- Collaborate with cross-functional teams (Finance, Airports, Engineering, CX) to ensure data integrity and alignment with business objectives.

## INTERNSHIPS

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**Data Analyst(MIS) Intern** October 2024 - March 2025  
Extramarks Education India Pvt. Ltd. *Ranchi (Jharkhand)*

- I worked on collecting, cleaning, and analyzing educational data to support business decisions.
- I frequently used SQL and Excel to extract, organize, and process data.
- One of my key contributions was creating dashboards and reports that highlighted important trends in student performance and business metrics.
- In addition, I participated in stakeholder meetings, which gave me practical exposure to how data insights are applied in decision-making.

## PROJECTS

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**Amazon Sales Analysis** ([Github](#)) February 2025

- Enhanced customer experience at Amazon by identifying opportunities to reward customers and optimize their shopping journey through discounts and Prime perks.
- Cleaned and prepared data using Power Query Editor, removing duplicates, handling missing values, and creating custom columns. Applied DAX formulas to compute key metrics and built interactive Power BI reports to support data-driven decisions.
- Tools: Power BI, Power Query Editor, SQL, Microsoft Word.

**Social Media Analysis** ([Github](#)) December 2024

- Analyzed Instagram users data to classified users based on activity levels to identify re-engagement strategies and analyzed photo uploads and engagement metrics to boost user-generated content.
- Identified high-engagement users as potential influencers and provided data-driven recommendations to improve Instagram's engagement, retention, and acquisition through personalized marketing.
- Tools: SQL, Microsoft Excel, PowerPoint.

**Zomato Restaurants Analysis** ([Github](#)) October 2024

- Developed interactive Excel dashboards using Pivot Charts and slicers to visualize metrics like ratings, engagement, and pricing trends. Conducted in-depth analysis of restaurant distribution, competition, and customer preferences across countries.
- Provided data-driven recommendations on pricing, cuisine strategies, and operational enhancements like table booking and online delivery.
- Tools: Microsoft Excel, Word, PowerPoint.

## CERTIFICATIONS

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**Power BI** Newton School ([Link](#)) September 2024  
Proficient in building interactive Power BI dashboards, utilizing Power Query for data cleaning, DAX for calculations, and creating reports to analyze key performance metrics.

**SQL** Newton School ([Link](#)) August 2024  
Skilled in managing relational databases, writing advanced SQL queries, and optimizing performance through indexing, normalization, and data integrity practices.

**Spreadsheets** Newton School ([Link](#)) June 2024  
Skilled in data analysis, cleaning, and visualization using advanced Excel tools like Pivot Tables, LOOKUP functions, and charts for actionable insights.

## SKILLS

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**Computer Language:** Python

**Soft Skill:** Presentation Skills, Problem-Solving, Research

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

**Domain & Business Skills:** Analytics

**Frameworks & Libraries:** Microsoft Office

**EXTRA-CURRICULAR ACTIVITIES**

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- Gold Medal in Science Olympiads, Secured 3rd position Scient Fabio E-quiz competition.
- Wrote a research paper in the field of Biotechnology
- Served as the Secretary of the Biotech Club, successfully organizing multiple events and coordinating team activities.