

Shweta Bisht

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PROFESSIONAL SUMMARY

Entry-level Data Analyst skilled in SQL, Excel, Power BI, and Python with hands-on experience in data cleaning, reporting, dashboard development, and visual storytelling. Academic background in Bioinformatics with practical exposure to real-world projects. Adept at drawing actionable insights and supporting business decisions through data analysis. Actively seeking data analyst roles in fast-paced environments.

EDUCATION

Master of Science (Biotechnology) Central University Of Himachal Pradesh	2022 - 2024 Grade: 80.0%
Bachelor of Science (Zoology) Indira Gandhi National Open University	2019 - 2022 Grade: 73.23%
Intermediate (Class XII) Rishabh Public School	2015 - 2016 Grade: 76.66%
Matriculation (Class X) Rishabh Public School	2013 - 2014 Grade: 7.4/10.0

EXPERIENCE

Customer Care Executive Teleperformance	August 2024 - November 2024 <i>Mohali, Punjab</i>
<ul style="list-style-type: none">Handled customer queries via live chat with 90%+ satisfaction.Managed multiple chats with high accuracy and professionalism.Helped reduce escalation rate by 15% through issue documentation.Used basic Excel functions (filters, sorting, formatting) to prepare customer issue logs.Entered and organized customer interaction data in spreadsheets and internal CRM tools.Created and maintained weekly chat summary reports to highlight ticket volumes, common issues, and resolutions	

INTERNSHIPS

Digital Marketing Intern Grocio	December 2018 - June 2019 <i>Noida, Uttar Pradesh</i>
<ul style="list-style-type: none">Improved website traffic by 20% through SEO (on-page off-page).Optimized Google Ads to ensure ROI-positive performance.Conducted keyword competitor analysis using SEMrush.Increased social media engagement by 15% via content scheduling.Analyzed campaigns using Google Analytics to refine strategy.	

PROJECTS

Amazon E-Commerce Analysis (Demo)	February 2025
<ul style="list-style-type: none">Cleaned and transformed raw sales data using Power Query and Excel.Grouped customers by spending category; identified that 85.21% were low spenders.Visualized sales performance trends, revealing 2020 as the top revenue year.Created dashboards in Power BI to track rewards, customer behavior, and engagement metrics.	
Chinook Music Store Project (Github) (Demo)	January 2025
<ul style="list-style-type: none">Used SQL to extract insights on top-spending customers, invoice distributions, and genre preferences.Built complex queries using CTEs and recursion to identify leading music genres by country.Analyzed artist popularity and compared track lengths against average durations.	

- Cleaned restaurant data and used Excel LookUp functions to fill missing country information.
- Built interactive dashboards with slicers to analyze restaurant distribution across countries and years.
- Identified countries with low competition for expansion using visual and data analysis.
- Recommended cuisines and services (e.g., online delivery, table booking) linked to better ratings.

Convolutional Neural Network and Python-Based Detection of Brain Strokes that leads to Epilepsy. ([Github](#))

September 2023

- Preprocessed 250 MRI brain images and extracted features using DenseNet-169.
- Compared classification models (Random Forest, SVM, CNN); VGG16 achieved 91% test accuracy.
- Highlighted potential of CNNs for faster and accurate medical image-based epilepsy prediction.

CERTIFICATIONS

Tata Data Visualisation: Empowering Business with Effective Insights Job Simulation on Forage - June 2025

TATA Groups ([Link](#))

June 2025

- Completed a simulation involving creating data visualizations for Tata Consultancy Services
- Prepared questions for a meeting with client senior leadership
- Created visuals for data analysis to help executives with effective decision making

Deloitte Australia Data Analytics Job Simulation on Forage - June 2025

Deloitte Australia ([Link](#))

June 2025

- Completed a Deloitte job simulation involving data analysis and forensic technology
- Created a data dashboard using Tableau
- Used Excel to classify data and draw business conclusions

Data Science & AI Certification Program

Newton School

October 2024

- Currently pursuing a comprehensive Newton ’s Data Science certification program encompassing data analysis, machine learning, statistical modeling, and data visualization.
- Gained proficiency in SQL, Power BI, spreadsheet applications, and statistical methodologies to effectively harness the power of data for informed decision-making.
- Acquiring practical skills to drive data-driven decisions, empowering future endeavors in the dynamic and rewarding realm of data science.

Masters in Digital Marketing

Delhi School Of Internet Marketing

June 2019

- Completed a comprehensive digital marketing program covering SEO, SEM (Google Ads), SMM, email marketing, inbound marketing, and web analytics.
- Gained hands-on experience with tools and strategies to drive brand engagement, increase traffic, and deliver measurable campaign results.
- **Skills:** Search Engine Optimization (SEO),Search Engine Marketing (SEM) / Google AdWords, Social Media Marketing (SMM),Email Marketing, Inbound Marketing, Web Analytics

SKILLS

Computer Languages: Python
Data Tools: Power BI
Software Packages: MySQL, Excel
Soft Skills: Communication Skills, Critical Thinking, Creativity, Time management, Team Building, Presentation Skills
Others: Analytics, Tableau, Spreadsheet, Microsoft Office

EXTRA-CURRICULAR ACTIVITIES

Workshops
Certifications in Genomics and Bioinformatics:

- NGS Data Analysis with DNA Shape and Dynamics, *JNU* – 2024
- Binding Free Energy Calculations for Drug Design, *JNU* – 2024
- Analysis of NGS Datasets from Bulk, *ICGEB* – Aug 2024

- **Cancer Genomics with NGS**, *Decode Life* – Apr 2024
- **Basics of Single Cell Analysis**, *Dr. Omics Lab* – Mar 2024

Achievements

Certifications:

- **2nd Prize** – Poster Presentation, International e-Conference on Biotechnology (Eduleviate Pvt. Ltd)
- **2nd Prize** – National Science Day — Science Quiz, Central University of Himachal Pradesh
- **3rd Prize** – *Chitra Abhivvyakti* (Art Competition), CUHP Hindi Pakhwada Diwas