

Sudhanshu Tiwari

[LinkedIn](#) • [Github](#)

PROFESSIONAL SUMMARY

Data-focused MIS Executive aspirant with solid proficiency in Microsoft Excel, specializing in data analysis, dashboard development, and report generation. Adept at managing large volumes of data, extracting meaningful insights, and creating well-structured reports to assist in strategic decision-making. Experienced in using Pivot Tables, advanced Excel formulas, and KPI monitoring, with a keen eye for detail and efficiency.

EDUCATION

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|--|--------------------------------|
| Bachelor of Business Administration (Human Resource Management) GS College of Commerce and Economics | 2022 - 2025 Grade: 7.2/10.0 |
| Intermediate (Class XII) Little World School | 2021 - 2022 Grade: 73.0% |
| Matriculation (Class X) Little World School | 2019 - 2020 Grade: 62.66% |

PROJECTS

IT Ticket Analysis Dashboard — Excel Project ([Github](#)) ([Demo](#)) July 2025

- Cleaned and prepared **97,000+** IT ticket data by fixing inconsistencies and ensuring data accuracy.
- Structured and organized data for analysis, ensuring proper formatting and usability.
- Analyzed data using **Pivot Tables and Excel functions** to evaluate ticket volume, agent performance, and resolution time.
- Created key **KPIs** such as Total Tickets, Average Resolution Time, and Customer Satisfaction Score.
- Derived insights on **ticket trends, high workload categories, and performance gaps among agents.**
- Built an **interactive dashboard using charts and slicers** to present insights for better decision-making.

CERTIFICATIONS

Professional Certificate Course in Data Science & AI Newton School June 2025

- Built practical experience in data analysis using Microsoft Excel
- Worked on real datasets to clean, organize, and prepare data for reporting
- Created dashboards and tracked key performance indicators (KPIs)
- Used data analysis techniques to generate insights for better business decisions

SKILLS

Data Tools: Power BI

Software Packages: Windows, Excel, MySQL

Soft Skills: Presentation Skills, Interpersonal communication, Written communication, Time management, Decision-making, Critical Thinking

Others: Microsoft Office, Problem-Solving

EXTRA-CURRICULAR ACTIVITIES

Member of the school football team and winner of the Inter-School Football Tournament (Class XII), demonstrating teamwork and coordination.