



# MOHD USMAN SHAH


## BUSINESS ANALYST

### My Contact

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 [https://github.com/Usman2708/Usman2708/blob/main/Overview%20View\\_1.png](https://github.com/Usman2708/Usman2708/blob/main/Overview%20View_1.png)

### Technical Skills

- Power BI And Tableau
- Data Modeling
- ETL
- MYSQL
- Python
- Advance Excel

### Soft Skill

- Teamwork
- Problem-solving
- Time management
- Adaptability
- Creativity

### Certificates

*Data Analyst Certificate :*  
*By ExcelR, Bengaluru.*  
*completed : Jan'24*

### About Me

I possess 4.5 years of work experience in Advance Excel, with 2+ years specializing in the business intelligence domain (Tableau ). Proficient in advanced analytics, statistical modeling, and data visualization; driving business success through informed and data-driven strategies.

### Professional Experience

AI Variant | Data Analyst intern  
*Sep'23 to Mar'24*

Key responsibilities:

- Collaborated with team members to coordinate and execute project tasks, fostering a collaborative work environment.
- Contributed innovative ideas during team meetings, resulting in improved project outcomes and increased efficiency.
- Utilized tools such as Tableau, Power BI, SQL, and Excel to analyze and track Key Performance Indicators (KPIs), enabling data-driven decision making.
- Conducted ETL (Extract, Transform, Load) processes in SQL, ensuring accurate and reliable data for analysis.

Impact Guru | MIS Executive  
*Jan'22 to Sept'23*

Key responsibilities:

- Prepare dynamic and automated dashboards with graphs and trendlines in Google Sheets and Tableau for management, facilitating data-driven decision-making.
- Ensure timely completion of tasks related to Key Performance Indicators (KPIs), including churn analysis, forecasting, and business trends analysis.
- Utilize Tableau dashboards to analyze actual sales versus projected ones for each department, and prepare and distribute regular reports via email.
- Demonstrate proficiency in Tableau by building calculated fields and creating logical constructs to enhance data visualization and analysis.
- Calculate employee incentives and visualize productivity and efficiency through visual reports in Tableau and Google Sheets.
- Showcase expertise in Excel by working with data filters, pivot tables, V-lookup, and nested IF conditions to manipulate and analyze data effectively.

## Education

*Bachelor of Account and Finance*

*Mvm Mandli's College of Commerce and Science, Mumbai.*

*Completed in 2021 with 7.10 Grade*

## Projects

E-Commerce Analysis at AI Variant from Jan'24 to Feb'24:

- To analyze customer reviews on products and assess the correlation between delivery days and review scores, with the objective of enhancing order fulfillment processes.
- Utilize BI tools (Excel & Power Bi) and ETL Process, Data Modeling to obtain the result.
- Highlighted the impact of order delivery on customer reviews, identified reasons for low scores and order volumes, and suggested improvements for overall business enhancement.

Churn Analysis at Impact Guru from Feb'23 to Mar'23:

- To analyze donor subscription cancellations to figure out the reasons and evaluate their impact on campaigns.
- Utilized multiple Table connections in Tableau for generating reports.
- Identified cancellation causes and their effects, highlighting areas for improvement and guiding decision-making processes.

Support Analysis at Impact Guru from Jun' 22 to Jul 22 :

- Review chat support operations to optimize response times and query resolution.
- Utilized ETL processes and Tableau for comprehensive reporting
- Identified efficiency enhancements to improve donor satisfaction and operational efficiency in query resolution.

Star Eureka Insurance Marketing Pvt Ltd. | MIS Executive

*July'19 to Dec'21*

Key responsibilities:

- Collecting data from branches and updating in CRM software And excel.
- Maintain MIS on daily basis. Report weekly MIS to director.
- Manage customer data and policies, and create cover notes, stickers, broker slips risk notes, debit notes, credit notes, receipts, etc. in by CRM software and Excel.
- Prepare quarterly, annual, and semi-annual sales reports using Excel and CRM software. Use Excel formulas to automate the sheets.