Divyansh Mishra

Data Analyst - 2.6 yrs

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Power BI Data Analyst with hands on experience leveraging Power BI, SQL and excel to create dynamic dashboards and reports. Adept at collaborating with cross-functional teams to understand business needs and analyze complex data sets.

Core Competencies

- Data Analysis Tool: Power BI, Tableau, Microsoft Excel, DAX, Power Query
- Processing Methods: Data Visualizations, modeling, extraction & cleansing
- Database Language: SQL
- Database: MySQL

Work History

Dec 2021 - May 2024

Data Analyst
HCL Technologies

- I was working for the project which majorly deals in providing services(O365) and technical support to the customers(28,000) for running the business smoothly & efficiently.
- ServiceNow was used for achieving daily operations, building reports and monitoring KPIs(Key Performance Indicators).
- I was responsible for building Power Bi Reports and Dashboards on weekly/monthly basis related to Incidents, Service Requests creation, DSAT, CSAT, OLA and SLA analysis.
- Used Power BI ServiceNow Connector to export data from ServiceNow to Power BI for achieving the assigned task.
- Used complex sql queries such as stored procedures, CTEs(Common Table Expression) and subquery for filtering and reusing data.
- Cleansed, extracted and modeled the unstructured raw data, inaccurate records from table/database followed by defined rules for the relationship between tables for increasing data quality & consistency.
- Worked as a PBI Editor for creating meaningful and insightful dashboards using Power BI features such as data visualizations, quick insights and self service data preparation.

Aug 2014 - June 2018

Education

Bachelor of Technology

Krishna Institute Of Engineering & Technology - Ghaziabad, India

Professional Training

Data Analysis | SQL, Tableau, Power BI & Excel | Real Projects (May, 2024)

- Used this course to clear core concepts such as CTE's, joins, visualizations, filtering & data modeling etc.
- Enhanced skills by working on real time projects and applied concepts for building Sales Overview Power BI Dashboard which provides insight of customer sales by various factors(product, country, city, sales value, cost of sales, net profit) over the years.