# Shujan Kumar Chakraborty

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**Summary:** Analyst with 1.6 years of experience and hands-on experience in multiple visualization tools, and databases. Able to collaborate with multiple teams.

## Technical Skills

**Languages and Databases**: Python, Pandas, Numpy, MS SQL, MySQL, PostgreSQL
**Visualization Tools**: Tableau, Power BI
**Other Skills**: Excel, PowerPoint, Data Cleaning, Business Analysis, Data Analysis, Power BI Analysis, UI Design

## Experience/Projects

**Intellipaat Software Solutions Pvt. Ltd.**                                              **August 2022 – January 2024**
*Technical Research Analyst*                                                                          *Bengaluru, India*

- Solved Complex Data Analysis Problems: Leveraged advanced **MS SQL and Python** techniques to address and **solve intricate data analysis challenges**, enhancing **operational efficiency by 20%**.
- Utilized Business Intelligence Tools: Effectively employed **Power BI and Tableau** to create dynamic and interactive dashboards, resulting in a **25% increase in real-time insights** for strategic decision-making.
- Data Extraction and Insight Generation: Worked extensively with data extracted from **various databases**, transforming raw data into actionable insights that led to a **15% improvement in business strategies**.
- Trend and Pattern Identification: Conducted comprehensive data analyses to identify key trends and patterns within large datasets, aiding in **predictive analytics and forecasting**, which improved **accuracy by 15% to 18%**.
- Report and Visualization Creation: Developed detailed **reports and compelling visualizations**, reducing the time to communicate findings to stakeholders and management by 20% to 30%.
- Cross-Functional Collaboration: Collaborated with cross-functional teams, including marketing, sales, and operations, ensuring data accuracy and relevance, which facilitated informed **decision-making across the organization, boosting overall efficiency by 22%**.

## Projects

**Agent Performance Analysis   (Intellipaat Software Solutions Pvt. Ltd.)** |

*SQL, Power BI, Data Modelling and Cleaning*                                            **August 2022 - January 2024**

- Integrated Zoho Desk ticket Data and Zoho CRM Data into MS SQL Server, including resolution times, agent Performance, and technology-wise resources for every month along with contributing to analyzing Zoho CRM Data for Business decision-making and monthly sales for the company.
- Conducted thorough data wrangling in MS SQL Server to create a  dataset for analysis
- Utilized Power BI for weekly, monthly, and yearly reports, incorporating insights from EDA using SQL to identify.
- Developed visually engaging Power BI dashboards with quarterly EDA insights for easy comprehension Revolutionized technical support optimization through proactive decision-making based on nuanced KPI insights.

[Help Desk Data Analysis Project](#)

*Tableau, Data Modelling and Cleaning (Pandas)*                      `                              **May 2024**

- Developed a comprehensive Help Desk Dashboard using Tableau to provide valuable insights into support operations, aiming to enhance efficiency and customer satisfaction.
- Analyzed a large volume of tickets (9,542 in total) and identified that the resolution rate was relatively low at 13.45%, with a high proportion of open tickets (71.66%).
- Highlighted the average satisfaction score of 1.267, indicating room for improvement in service quality.
- Identified the need for strategies to increase ticket resolution rates and improve customer satisfaction, particularly by addressing the high volume of Access/Login and Hardware-related issues.
- Suggested enhanced focus on resolving open tickets and increasing feedback transparency to better understand and address customer needs.

## Education

**Bangalore University**                                                                              **Jul 2019 – Sep 2022**
*Bachelor of Computer Application*                                                                      *Bengaluru, India*