



Harshada Ghadge

Data Analyst

Seeking an position as a data analyst, utilizing my skills in data analysis, programming, and problem-solving.

SUMMARY

Detail-oriented Data Analyst with 7 Months of experience interpreting and analyzing data to drive successful business solutions. Proficient in leveraging statistical analysis, data visualization, and predictive modeling to uncover trends and support decision-making. Skilled in tools like Python, SQL, Power BI, and Excel with a proven ability to communicate complex findings to stakeholders effectively.



Pune, Maharashtra



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9307730924

EDUCATION

Bachelor of computer science - 2020

Shivaji University
First class with distinction

Diploma in computer Engineering- 2017

Maharashtra state board of technical education.
First class with distinction

TECHNICAL SKILLS

- **Programming Languages:** Python, SQL
- **Data Visualization:** Power BI
- **Database Management:** MySQL
- **Other Tools:** Excel

SOFT SKILLS

- Critical Thinking
- Communication
- Problem Solving
- Attention to Detail

WORK EXPERIENCE

Amex Engineering Solutions

May 2024 - Present

Data Analyst

- Processed and cleaned large datasets to ensure accuracy for analysis.
- Created visualizations and reports to communicate findings to management.
- Created documentation and standard operating procedures for data analysis processes
- Supported the migration of data from legacy systems to modern databases.

Quess Corp Limited

Jan 2024-August 2024

Customer Service Representative

- Efficiently handling customers, communicating with them via phone calls and chat and transferring them relevant information regarding the products and make the leads.
- Assist customers in picking out the right product by their needs and budget, and suggesting an efficient solution with empathy and professionalism Created
- Take proper information from customer for the insurance, maintaining their accurate records and escalating complex issues with senior management, suggesting an efficient solution with empathy

Altruist Technologies Pvt Ltd

Aug 2022 – Dec 2023

Customer Service Representative

- Efficiently handling customers, communicating with them via phone calls and chat and transferring them relevant information regarding the products
- Addressing any concerns or doubts they might have. Provide prompt and efficient service to customer with product compliance within given time-frame. Created documentation and standard operating procedures for data analysis processes
- Informing customers about offers and aware them about the importance of health insurance, provide product and service information and make sales.