

# MANOJIT DAS

*Data Analyst (Excel & SQL) | Customer Support Specialist*

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## PROFESSIONAL SUMMARY

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Detail-oriented Data Analyst and Customer Support professional with hands-on experience in Microsoft Excel (Advanced), SQL (MySQL, PostgreSQL), and Power BI. Skilled in writing complex SQL queries, building Excel dashboards, pivot tables, VLOOKUP/XLOOKUP, and data cleaning for business reporting. Experienced in CRM-based customer service, first-call resolution, and SLA-driven support environments. Certified by Google, Yale University, PwC, J.P. Morgan, and TCS. Trilingual communicator (English, Hindi, Bengali) with a strong analytical mindset and a proven ability to translate raw data into actionable business insights.

## CORE COMPETENCIES

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**Data Analysis & Reporting:** Advanced Excel, SQL Queries, Power BI, Pivot Tables, VLOOKUP / XLOOKUP, Data Cleaning, Data Validation, Conditional Formatting, Dashboard Creation, KPI Reporting

**Database & Query Skills:** MySQL, PostgreSQL, SELECT / JOIN / GROUP BY / SUBQUERIES, Data Extraction, Data Transformation, Aggregate Functions, Stored Procedures (Basic)

**Excel Specialist Skills:** Advanced Formulas (IF, SUMIF, COUNTIF, INDEX-MATCH), Pivot Tables & Pivot Charts, Power Query, Macros (Basic), Data Visualization, Financial Modeling Basics, Trend Analysis

**Customer Support:** CRM Tools, First Call Resolution (FCR), SLA Management, Ticket Handling, Escalation Management, Customer Satisfaction (CSAT), Complaint Resolution, Inbound & Outbound Support

**Business Intelligence Tools:** Power BI (Dashboard Design, DAX Basics, Data Modeling), Google AI Studio (Prompt Design, Generative AI Prototyping, API Integration), MS Office Suite, Tally

**Soft Skills:** Analytical Thinking, Attention to Detail, Problem Solving, Cross-functional Communication, Time Management, Client Relationship Management

**Languages:** English (Fluent), Hindi (Native), Bengali (Native)

## WORK EXPERIENCE

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### Customer Service Associate

*Jun 2025 – Feb 2026*

*Tech Mahindra | Kolkata, West Bengal*

- Managed 50+ daily inbound and outbound customer interactions via phone and CRM platform, consistently meeting First Call Resolution (FCR) and Average Handling Time (AHT) targets
- Logged, tracked, and updated customer records and issue tickets in CRM systems, maintaining 98%+ data entry accuracy for performance reporting
- Extracted and analyzed weekly customer interaction data using Excel pivot tables and COUNTIF/SUMIF formulas to identify trends in complaint categories
- Prepared structured Excel-based feedback reports summarizing recurring issues, shared with Team Lead to drive process improvement and reduce repeat contacts by approximately 15%
- Handled escalations by following SLA protocols and coordinating with backend teams; achieved resolution within defined turnaround times
- Applied strong communication skills to de-escalate difficult customer situations and maintain high CSAT scores

### Business Analytics Intern

*Jul 2023 – Aug 2023*

### *Bharatintern | Virtual*

- ❑ Performed end-to-end Exploratory Data Analysis (EDA) on business datasets using Advanced Excel and Python to uncover trends, outliers, and key performance indicators
- ❑ Wrote SQL queries (SELECT, JOIN, GROUP BY, WHERE, HAVING) to extract and transform structured data from relational databases for analysis
- ❑ Built interactive Power BI dashboards and Excel pivot charts to visualize sales, revenue, and operational KPIs for stakeholder reporting
- ❑ Designed a supermarket sales forecasting model using time-series analysis, improving demand planning accuracy
- ❑ Delivered data-driven presentations summarizing findings; recommended business actions based on analytical insights

### **Campus Ambassador (Internship)**

*Jul 2025 – Sep 2025*

#### *E-Cell IIT Bombay | Virtual*

- ❑ Tracked event participation and campaign performance using Excel spreadsheets and pivot tables; reported weekly KPIs to program coordinators
- ❑ Coordinated outreach activities and maintained data records for 100+ student contacts, ensuring accuracy for campaign performance analysis

## **PROJECTS**

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### **Supermarket Sales Forecasting Model**

*Jun 2023 – Aug 2023*

- ❑ Built a time-series sales forecasting model using historical transaction data to predict future demand by product category
- ❑ Cleaned and prepared raw data using Excel (Power Query, data validation, duplicate removal) and SQL queries for database extraction
- ❑ Created dynamic Excel dashboards with pivot tables, trend charts, and conditional formatting to present forecast results
- ❑ Tools: Microsoft Excel (Advanced), Python, SQL, Data Visualization

### **Employee Attrition Analysis Dashboard**

*Apr 2023 – Aug 2023*

- ❑ Analyzed a multi-variable HR dataset to identify attrition drivers including department, tenure, salary band, and performance ratings
- ❑ Used SQL GROUP BY and JOIN queries to segment workforce data; built Power BI dashboard to visualize attrition rates by segment
- ❑ Produced an Excel summary report with VLOOKUP, pivot tables, and charts; presented actionable retention recommendations
- ❑ Tools: SQL (MySQL), Power BI, Advanced Excel, HR Analytics, Data Visualization

## **EDUCATION**

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### **Bachelor of Arts (B.A.)**

*2021 – 2024*

*Mahatma Gandhi Kashi Vidyapith University | CGPA: 6.62 / 10*

### **Senior Secondary – Commerce (Class XII)**

*2021*

*UP Board | 69%*

### **Secondary (Class X)**

*2019*

*UP Board | 73.3%*

## **CERTIFICATIONS & TRAINING**

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- Foundation of Digital Marketing and E-Commerce – Google / Coursera (2023)
- Capital Markets – Yale University / Coursera (3 courses, 2023)
- Power BI Virtual Case Experience – PwC / Forage (2023)
- Global Finance and Business Management – J.P. Morgan Chase & Co. / Forage (2023)
- Corporate Analyst Development Program – J.P. Morgan Chase & Co. / Forage (2023)
- Data Visualisation: Empowering Business with Effective Insights – TATA / Forage (2023)
- Investment Banking Virtual Experience – Citi Bank / Forage (2023)
- Accounting Fundamentals – TCS iON / Tata Consultancy Services (2023)
- Advanced Software Engineer Virtual Experience – Walmart Global Tech / Forage (2023)
- Nestership Training – Nestle (2023)
- Introduction to HR World – Internshala Training (2023)
- ADCA – Advanced Diploma in Computer Applications, Samarth Computer Centre, Varanasi (2019–2022)

## **ADDITIONAL INFORMATION**

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- Lab Assistant and Computer Operator at a Clinical Laboratory – applied data entry, record management, and computer operations in a professional healthcare setting
- Actively building SQL and Excel portfolio projects on GitHub