Shubham Pandhare
Data Analyst | Data Science

Contact
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Skills
- PostgreSQL (SQL)
- R-Language (R-Studio)
- DBeaver & PGadming4 (GUI Tool)
- Snowflakes (Database)
- Advance Excel
- Statistical modelling
- Web Scraping
- Power BI
- Tableau
- Looker
- Reporting with Excel Interactive dashboard
- Customer service optimization & Interaction
- Stakeholder management

Education
- 2013-2018
  B. Tech
  National Institute of Technology Nagpur
- 2012-2013
  XII (CBSE)
  JNV Chandrapur
- 2010-2011
  X (CBSE)
  JNV Chandrapur

Certifications
- SQL Masterclass: SQL for Data Analytics
- Data Analytics with Excel Pivot Tables.
- Power BI For Beginners.
- How to Use VLOOKUP in excel.
- Microsoft Excel Dashboards & Data visualization Mastery

Internships
- **Get-Simpl Technologies**
  Worked as Business Development Intern

Achievements & Honours
- Awarded as a Gaana Chartbuster Spot Award for taking ownership & successfully executing the strategic Plan for Payment recovery & Automation.
- Cleared MPSC Pre Mains 2019 in 1st attempt with perseverance & consistent hard work.
- Selected for KVPY Second Round
- Publicity in charge of 'Robowars' College Techfest.
- Led team in achieving the Payment recovery Plan

Working as a Data Analyst for Xpressbees Logistics in Special Projects Team focused on Manpower Analysis, Fuel Calculation, Incentives Derivation & Costing for end-to-end Operations. Also, Carrying Product management, Operation Analysis Skills with total experience of 3 Years. Dedicated to learning everything aligned to Data.

Work Experience

Expressbees Logistics Pvt.Ltd / Data Analyst - Special Projects
(May 2022 – Present)
- Worked on Manpower Playbook Analysis tool.
- Created Interactive dashboard of Manpower Playbook on **Power BI.**
- Worked on **Attrition** & **absenteeism** Calculation for last mile riders.
- Volume Projection number calculation using **predictive analysis**.
- Created Man-days calculation tool for last mile operation using advance formula & **Statistical modelling**.
- Successfully created Fuel Calculation tool on **Excel**.
- Delivered **Incentives** calculation model for last mile rider calculation tool.
- Build Costing **MIS** interactive dashboard for finance department using **Advance Excel**.
- Worked on **Hyperlocal** Project for successfully delivering Rider Pay-out and Client Billing.
- Worked on Linehaul project for creating reports on **Snowflakes** considering existing system reports.
- Successfully led a project for migrating& minimising **23 BIRT** Report available in existing system to **Snowflakes** Server by providing UI & Logic behind the reports.
- Worked in data request team for successfully delivering the data required by creating **SQL** queries on GUI Tool **DBeaver** as per the requirement from stakeholder.
- Created & executed auto mailer of the repetitive data to be shared to stakeholder using **R-studio.**

Gaana Jukebox Studios/Data Analyst - Customer Success Operations
(March 2020 - April 2022)
- Created **Customer Tracking interactive dashboard** using Google Spreadsheet to keep track of client engagement.
- Manipulating, cleansing & processing data using **Excel** and **SQL**. Responsible for loading, extracting, and validation of client data.
- Writing SQL scripts to manipulate data for data loads and extracts.
- Supplying qualitative and quantitative data to colleagues & clients using **Zeppelin**. Providing the Monthly **accrued**, Weekly payment Collection data, Ledgers to Finance Team by writing queries on GUI Tool **pgAdmin 4** on a regular basis.
- Worked with management to develop and implement strategic plans, initiatives, and directions.
- Payment recovery and drafting various strategic methods to recover the **90% Overdue payment** from clients efficiently.
- Successfully automated the payment procedure.
- Reporting feedback from current model quality into the new **product development** process
- Develops plans and objectives and participates in cross-functional projects to improve operational and **Client Satisfaction** performance.
- Handles detailed Service renewal process through various stages including actively managing the expiry, updating the database with new clients, contacting clients whose contract is expiring, and processing for Contract Renewal
- To ensure key performance metrics, including response times, Service accuracy, and customer satisfaction measures are defined and achieve.
- Work directly with all stakeholders (customers, sales, and operations) to resolve any outstanding issues and get the Software back on track

Gaana Hotshots/Community Manager & Content Moderator
(June2020 - Dec 2020)
- Onboarded Influencer & Increase boost content by Analysing the trends with the data.
- Took a part in developing the strategic plans to Attract more users for using Gaana Hotshots Platform
- Curated the short tracks & uploaded it on Server.
- Planned and executed promotional activities to drive community engagement and increase occupancy numbers