

Ashutosh Raut

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📁 Project Portfolio: https://linktr.ee/Ashutosh_Raut

SUMMARY

Data Analyst with 8 months of experience at Hapag-Lloyd AG, analyzing and correcting data for the Global Case Management initiative in Salesforce Customer Service.

Proficient in data cleaning, migration, and comprehensive analysis, identifying trends and suggesting process enhancements. Experienced in creating dashboards and delivering reports for informed decision-making.

Prior roles include a 7-month stint at Ai Variant, focusing on data analysis and visualization, and 8 months as a Service Manager at NEXA - Maruti Suzuki India Ltd, where skills in customer service and inventory management were honed.

Holds a Bachelor's in Mechanical Engineering and certifications in Microsoft Power BI, Excel, and SQL.

SKILLS / BI-TOOLS

Technical Skills: Data Analysis, Business Intelligence, Data Management, Data Cleaning, Data Visualization, Dashboard Development, Microsoft Power Query.

Language & Database : SQL , MySQL

Software/BI Tools : Advanced Excel, Tableau Desktop, Power Bi Desktop , Salesforce CRM and FIS

Soft Skills: Problem Solving, Collaborative, Communication, Learning Mindset, Curiosity.

EXPERIENCE

Data Analyst

Hapag-Lloyd Global Services Private Limited

June 2023 - Present, Thane

- Analyze and correct data sets for the Global Case Management initiative in Salesforce Customer Service, ensuring accuracy and completeness by collecting and verifying parameters from Hapag Lloyd applications.
- Conduct online research to fill in missing data points, utilizing various sources to enhance the dataset for meaningful analysis.
- Implement scripts to clean data before migration to the Salesforce cloud ecosystem, ensuring data integrity and reliability.
- Identify patterns and trends through comprehensive analysis, suggesting process enhancements to optimize the Global Case Management initiative.
- Deliver timely reports in a system-friendly template, summarizing findings and insights drawn from the analyzed data to support informed decision-making in Salesforce Customer Service.

Data Analyst Intern

AI Variant

November 2022 - June 2023

- Identified, analyzed, and interpreted trends or patterns in complex data sets.
- Utilized data visualization tools such as Power BI and Tableau to effectively communicate business insights.
- Extracted and interpreted data patterns to translate findings into actionable outcomes.
- Performed data analysis using tools such as Excel and SQL to uncover insights and trends.
- Created dashboards to monitor and track key performance indicators.

Service Manager

Nexa

April 2022 - November 2022, Mumbai

- Met with customers to discuss service needs and offer available solutions.
- Maintained team productivity and quality of service by establishing and maintaining clear benchmarks.
- Maintained records of service transactions and customer feedback for future reference.
- Monitored inventory levels and placed orders to replenish stock.
- Developed customer loyalty programs to increase customer satisfaction.

DATA- PROJECTS

Sales Performance Analysis and Visualization: A Dashboard Approach

Link: https://github.com/ashu9757/My_Excel

- Utilized Microsoft Excel desktop for data cleaning and analyzing to develop this 'Sales Dashboard' which uses slicers, pie-chart, formatting, pivot tables, and pivot charts which mainly focused on the following key points.
- Most Used Shipment Mode.
- Top 5 Profitable States.
- Top 3 least Profitable Product Sub- Categories.
- Discount Vs Profit
- Top 10 Most Profitable Cities.
- Time series analysis on Sales and Profit.

IT Help Desk Performance Monitoring and Analysis: Interactive Power BI Dashboard

Link :<https://www.novypro.com/project/analytics-8>

- Created an 'IT Help Desk dashboard' in Power BI with interactive visualizations including charts, tables, and decomposition tree.
- Developed a new measure using DAX to calculate ticket backlog and analyze ticket volume trends over time.
- Implemented navigation using buttons to allow users to switch between different types of visualizations, providing a seamless user experience.

Data Professional Breakdown (Power-Bi)

Link :<https://www.novypro.com/project/data-professional>

- Utilized Power BI desktop for data cleaning and analyzing to develop this dashboard 'Data Professionals Breakdown' which mainly focused on the following key points:
- Country of survey takers.
- Average salary by job title.
- Work /life balance of data professionals.
- Preferred programming language.
- Satisfaction by salary.

EDUCATION

Data Analyst Certification

ExcelR Solutions • Mumbai • 2023

BE - Mechanical Engineering

University of Mumbai • Mumbai • 2021

Diploma in Mechanical Engineering

MSBTE • Mumbai • 2018

CERTIFICATIONS

MySQL Basics

Great Learning • 2023

Analyzing and Visualizing Data with Microsoft Power BI

Great Learning Academy • 2023

Microsoft Excel for Intermediate Level

Great Learning Academy • 2022

ACHIEVMENTS

Hapag-Loyd

- Boosted contact matching accuracy to an impressive 85% through enhanced data quality management skills in the workplace