

Mihir Singh Chauhan

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PROFESSIONAL SUMMARY

Entry-level Data/Business Analyst with a BAF (Finance) background and hands-on experience in SQL, Python (Pandas, NumPy), Power BI, Tableau, and Excel. Skilled in data cleaning, EDA, and KPI reporting to translate operational and financial data into decisions. Experienced building dashboards and analytics for revenue, customer, and inventory performance.

TECHNICAL SKILLS

Languages	Python (Pandas, NumPy), SQL (SQL Server, SQLite)
Visualization	Power BI (DAX), Tableau, Excel Dashboards, Matplotlib, Seaborn
Tools/Methods	Data Cleaning, EDA, KPI Reporting, Flask (Web Apps)
Business	Financial Reporting, Inventory Management, Operations Analytics

PROJECTS

Retail Inventory & Sales Management System Python, Flask, SQLite
Live Project

- Architected a Flask-based web application to automate SKU tracking and sales analytics, replacing manual logs and improving data integrity by 90%.
- Built structured datasets for historical sales analysis and real-time stock visibility.
- Automated billing and daily sales reporting to reduce manual entry errors.

Credit Card Analytics Dashboard Power BI, SQL, DAX
Completed

- Engineered a Power BI analytics suite with DAX measures (Total Revenue, Weekly Revenue, WoW Growth) for transaction performance tracking.
- Analyzed revenue, interest income, and customer demographics to identify high-value segments.
- Designed executive-ready dashboards with slicers for week, card category, income group, and gender.

Gym Members Exercise Tracker Dashboard Tableau
Completed

- Developed an interactive Tableau dashboard analyzing member attendance, calories burned, and workout frequency.
- Created calculated fields to measure engagement levels and identify fitness improvement trends.
- Designed visualizations with filters and drill-down capabilities for performance monitoring.

Superstore Sales Dashboard Microsoft Excel
Completed

- Designed a dynamic Excel dashboard with KPIs, slicers, and year-over-year sales and profit analysis.
- Automated reporting workflows using advanced Pivot Tables, reducing manual reporting time by 40%.

WORK EXPERIENCE

Teleperformance Mumbai
Customer Operations Analyst (Non-Voice) Sep 2023 – Jul 2025

- Reviewed high-volume customer interaction data to deliver accurate resolutions, maintaining a 95% quality accuracy score.
- Identified recurring complaint patterns using data analysis to improve resolution turnaround time.

- Delivered data-backed insights contributing to a 15% increase in CSAT scores.

Baithak Café

Accounts & Operations Analyst

Mumbai
Apr 2023 – Sep 2023

- Managed daily financial and inventory data with 99% accuracy in monthly reporting.
- Used Excel-based analysis to track costs and revenues, identifying opportunities that led to 10% operational savings.

EDUCATION

Thakur College of Science & Commerce, Mumbai University

Bachelor of Accounting and Finance (BAF)

Tarapur Vidya Mandir & Junior College

HSC (Commerce)

U.S. Ostwal English Academy

SSC

CERTIFICATIONS

- Data Science & Data Analysis Program – ITVedant (Python & NumPy Completed)
- Anti-Money Laundering Concepts – Udemey

VOLUNTEERING & INTERESTS

Leadership: Organized a 25+ participant Cyclothon; served as a Trekking Guide for local regional expeditions.

Interests: Quantitative fitness tracking, data visualization trends, and endurance cycling.