



# Mritunjay Kumar

Insightful Business Analyst

+91 8002 8002 19

mrt.mritunjay@gmail.com

## Profiles

Portfolio

Website

Mritunjay kumar

LinkedIn

mritunjaykumar

GitHub

## Education

Indian Institute of Technology, Patna

Nov 2023-Present

Pursuing M Tech in Data Science & AI

LNCT, Bhopal

Aug 2021- Jul 2023

MBA in HR and Financial Banking

## Technical Skills

Expertise in Languages & Tools (x/5)

Python - 4.2 || SQL - 4.4 || Tableau - 4.1 || Excel - 4.2 || Power BI - 4.3

Progress bars for languages and tools

## Platform

Jupyter Notebook || Google Colab ||

PGAdmin

Progress bars for platforms

## Data Science Framework

Pandas || Numpy || Matplotlib ||

Seaborn || Beautifulsoup

Progress bars for frameworks

## Certifications

Data Analytics Professional

Certificate

Google

2023

Full-Stack Data Science

AlmaBetter

2024

Innovative Business Analyst with 3 years of experience in driving business growth and operational efficiency. Specializes in Python, SQL, Excel, Tableau, Power BI and data-driven decision-making. Proven track record of leading successful projects from concept to implementation.

## Experience

IDFC First Bank

Sept'2023 to Mar'2024

Hyderabad, Telangana

Senior Officer

- Analyzed customer service data and feedback to identify trends and pain points, providing actionable insights to improve service delivery and enhance customer satisfaction.
- Worked closely with product, operations, and IT teams to address customer issues, utilizing data-driven approaches to streamline processes and develop solutions that aligned with business goals.

Allen Classes

Oct'2020 to Nov'2022

Patna, Bihar

Business Analyst

- Conducted thorough data analysis on student performance and engagement metrics to identify trends and insights, leading to actionable recommendations that improved course completion rates by 20%.
- Developed and maintained comprehensive dashboards and reports using Tableau and Power BI to provide real-time insights into key performance indicators (KPIs), enabling management to make informed business decisions.
- Implemented sponsored ads on Google and Meta, utilizing analytics from student reviews to optimize campaigns, resulting in a significant increase in lead generation and online course sales.

## Training Experience

AlmaBetter

Jan'24 - Present

Data Analyst Trainee

- Acquired skills in Exploratory Data Analysis (EDA), statistical analysis, business intelligence, and machine learning techniques.
- Demonstrated expertise in Data visualization to communicate insights effectively.

## Projects

Instagram | Product Case Study

Mar'24 - Apr'24

AlmaBetter Verified Project

- Conducted in-depth research and case studies on platform functionalities, understanding real-world challenges through innovative schema designs and ER diagrams.
- Utilized DDL concepts in SQL ensuring efficient schema implementation and Demonstrated strong problem-solving skills by identifying and addressing key issues in platform functionalities.

Case Study, SQL, Schema Design, PGAdmin, Problem Solving

Campus Ambassador | End to End Campaign

Jul'23 - Aug'23

Conducted a comprehensive needs analysis, recruited top-performing students as ambassadors using data analytics, tracked performance metrics, and strategically pitched online courses, leading to increased enrollments and campaign success.