KUNDAN JAISWAL

MSc Business Analytics Student | Seeking 6-Month Internship (From May 2026)
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Profile

I'm a Business Analytics graduate with 2 years transforming operational data into business impact. Proficient in Excel, Python, SQL, R, Power BI and Tableau, with proven ability to deliver insights that drive measurable results. Fluent in English and learning French.

Education

MSc Business Analytics | NEOMA Business School, Rouen, France   *Oct 2024 – Apr 2026*
Bachelor of Commerce | Astral College, India   *2018 – 2021*

Professional Experience

Data Analyst | Teleperformance | India   *Aug 2022 – Mar 2023*

- Delivered B2B technical support for Mastercard fintech clients, utilizing **Salesforce and Excel** to proactively monitor client issues and track performance KPIs, maintaining SLA targets above **90%**.
- Conducted analysis of recurring client issues using **Excel and Salesforce CRM data**, uncovering **critical patterns** and recommending process improvements that enhanced operational efficiency.
- Designed and developed performance dashboards using **PowerBI and Excel**, streamlining real-time monitoring and reporting processes which enabled data-driven decision-making.

Business Insights Analyst | TaskUS | India   *Oct 2020 – Apr 2022*

- Extracted and analyzed operational and customer experience data using **SQL and Power BI**, uncovering trends and patterns that empowered client programs to make **data-driven decisions**.
- Designed, built, and maintained interactive **Power BI dashboards** tracking **operational KPIs and performance metrics**, enabling leadership to proactively monitor performance in real-time and respond to emerging trends.
- Synthesized complex datasets into **clear, actionable business insights** for executives, accelerating decision-making across **cross-functional teams** and improving response times.
- Partnered with operations and program managers to identify and define reporting requirements and coordinated with data engineering teams to deliver tailored solutions that met the requirements.
- Performed rigorous data validation across multiple sources to detect and resolve inconsistencies, improving reporting accuracy by **2%** and ensuring **data integrity** for executive decision-making.

Skills

Languages : English (Fluent), French (Intermediate – A2).

Tools : Python, SQL, R, Tableau, PowerBI, Excel, Google sheets, MS Office.

Analytics Skills : Data Analysis, KPI Tracking & Reporting, Dashboard Development, Performance Metrics, Data Visualization, Statistical Analysis, Trend Identification.

Certifications

IBM Data Analysis with Python | Coursera
Google Data Analytics Professional Certificate | Coursera
Inside LVMH Certificate | LVMH Group

Projects

Customer Segmentation & RFM Analysis | Segmented 10,000+ customers using Python and SQL, built Power BI dashboard visualizing segments and retention strategies.

Sales Performance Analysis & KPI Dashboard | Analyzed 50,000+ transactions with Python/SQL, created Power BI dashboard and Excel scenario planning tool.