ABHINAV ARORA

DATA ANALYST

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PROFESSIONAL SUMMARY

Motivated and responsible data professional with 4 years of experience in developing insightful, data-driven reports and dashboards that support business decision-making. Proficient in Power BI, SQL and Salesforce with a strong focus on transforming raw data into actionable intelligence.

SKILLS

Technical Skills: Power BI, Tableau, SQL, Microsoft Excel, Salesforce, Python (Pandas, NumPy, Matplotlib, Seaborn)

Analytical Skills: Data Extraction, Data Transforming, Data Interpretation, Data Visualization, Problem-solving, Business analysis, Trend analysis

CERTIFICATIONS

- Microsoft Certified: Power BI Data Analyst Associate (August, 2024)
- Salesforce Certified Administrator (November, 2022)

WORK EXPERIENCE

Product Support Specialist- II, 03/2025 - Current

Mitratech India LLP – Hyderabad, India

- Developed dynamic Power BI reports, dashboards, and KPI scorecards by connecting to diverse data sources and transforming data to meet client requirements.
- Streamlined data presentation through interactive Power BI visualizations using bookmarks and page navigation to provide one report solution with multiple insights.
- Utilized data on support ticket volume, resolution time, and client impact to prioritize and manage critical issues effectively, ensuring timely resolution for high-ARR clients. This helped in reducing the average days of closing a ticket from 4.9 days to 3.7 days (excluding weekends).
- Leveraged SQL to analyze vendor and client data to extract insights on onboardings and invoices.

Product Support Specialist- I, 03/2023 – 02/2025

Mitratech India LLP – Hyderabad, India

- Streamlined support processes for Collaborati and TeamConnect e-Billing software through data-driven analysis, leading to efficient resolutions and an improved overall CSAT score from 9.1 to 9.5. Further

data analysis identified vendor payment tickets as a key factor negatively impacting CSAT, resulting in their successful removal from the team's scope.

- Analyzed support ticket trends using Power BI to identify recurring issues, enabling the product team to prioritize key bug fixes and feature enhancements.
- Worked on vendor onboarding projects. Developed weekly Power BI reports to analyze progress and identify roadblocks.
- Imported, cleaned and analyzed e-billing data using SQL Server in Power BI to report on key data through KPIs and visuals providing actionable insights for data quality improvement.

Readiness Specialist, 01/2022 - 02/2023

Prometric Testing Pvt. Ltd. – Gurugram, India

- Readied Testing Centers (technically and operationally) to deliver exams like TOEFL, GRE, ASE, etc.
- Performed Pre and Post exam analysis of candidate information through Power BI.
- Supervised live support and reporting for ETS exams internationally lowering CNATT's by 50%.
- Automating Excel reports using Power Query & Macros reducing the overall report time by 42%.
- Created custom objects and performed customizations for clients in Salesforce for efficient tracking of important metrics and incidents.

Project Associate, 07/2020 - 02/2021

All India Institute of Local Self Government – India

- User Management (roles, profiles and permissions).
- Prepared dashboards to track progress by KPIs and performance of vendor surveys. Update and maintain stakeholder records within the CRM system.
- Prepared excel reports and pivot tables to perform daily, weekly and monthly analysis of survey data.

PROJECT

Vendor Onboarding Dashboard

Developed an interactive Power BI dashboard to analyze the vendor onboarding process and identify bottlenecks affecting efficiency. This involved extracting data from Oracle database, cleaning and transforming it for analysis. Utilized various visualizations such as time-series charts, bar charts, pie charts, and KPIs to present insights clearly. To enhance user experience, implemented custom tooltips and bookmarks for dynamic navigation. Collaborated closely with stakeholders to define and prioritize critical KPIs, ensuring the dashboard aligned with business needs.

EDUCATION

B.Tech. + M.Tech. (Dual): Nanotechnology, 2020   **Amity University** - India | CGPA: 8.68