Sachchidanand Gupta

EU europass

Email: sachchudidanad7318@gmail.com | **Phone:** +919919269345
Helping Hub (Voice-Enabled Web Platform): https://sachchi99.github.io/Helping-Hub-over-voice/ |
Portfolio Website: https://sachchi99.github.io/Portfolio_With_JS/ |
HR Dashboard: https://github.com/sachchi99/HR-Dashboard-Data-Analytics-Project- |
Movie Dataset: https://github.com/sachchi99/Movies-Dataset-Dashboard-Data-Analytics-Project- |
Order Shortage: https://github.com/sachchi99/Order-Shortage-Data-Analytics-Project- |
Sales Performance: https://github.com/sachchi99/Sales-Performance-Report-Data-Analytics-Project- |
Ecommerce Sales Data Analytics: https://github.com/sachchi99/Ecommerce-Sales-Data-Analytics-Project- |
Corona Analytics Dashboard: https://github.com/sachchi99/Corona-Data-Analytics-Project | **Address:** 201304, Noida, India

SUMMARY

I am a detail-oriented and hardworking graduate with a Bachelor's degree in Computer Science and professional experience in operations, customer support, and data analysis. I possess strong analytical, organizational, and problem-solving skills, along with proficiency in Excel, SQL, Power BI, and data management. I am eager to contribute to a dynamic organization and am seeking entry-level opportunities in Warehouse Operations, Supervision, Administration, Executive, Data Analysis, or Data Entry where I can apply my skills and continue to grow professionally.

EXPERIENCE

03/2024 – 03/2026

Tech Support (Multi Channel) | Cognizant Technology Solution India Pvt. Ltd.

Worked as a Support Process Associate on a Google project, handling multi-channel customer operations and managing high volumes of user inquiries. Responsible for analyzing customer issues, performing backend troubleshooting, and resolving problems using internal knowledge bases and structured workflows. Developed strong analytical thinking, attention to detail, and documentation skills while identifying patterns in customer queries and escalating complex cases to specialized teams. This role strengthened my ability to interpret information, communicate insights clearly, and work efficiently in a fast-paced, client-focused environment.

03/2024 – 06/2024 | Navi Mumbai, India

Trainee Intern in Web Designing and Development | Antsglobe Technologies

Completed a 90-day internship focused on website design and development, where I worked with HTML, CSS, JavaScript, and PHP to build and customize web applications. Contributed to developing responsive web pages, improving functionality, and ensuring efficient content structure. The experience enhanced my understanding of structured data handling, logical problem solving, and technical documentation while delivering assigned tasks within project timelines.

EDUCATION

11/2020 – 06/2024 | Gorakhpur, Uttar Pradesh, India

B.Tech: C.S.E | Buddha Institute of Technology

Achieved a CGPA of 7.35 while gaining foundational knowledge in programming, databases, and data analysis, along with developing strong analytical and problem-solving skills.

CERTIFICATIONS AND LICENSES

Completed multiple professional certifications focused on data analytics, programming, and web development including Web Development from Shape My Skills and Udemy, Programming with Python for Data Science from Balaji Academy, Fundamentals of Data Analytics from Futureskills Prime, Python Essentials 1 from Cisco Networking Academy, Power BI Master Class for dashboard development and reporting, SQL-MySQL for Data Analytics and Business Intelligence from Udemy, Complete Introduction to Business Data Analysis from Udemy, and a comprehensive Data Analyst program covering Python, Excel, SQL, and Power BI.

SKILLS

Data Analysis | SQL | Power BI | Excel | Python | Data Visualization | Dashboard Development | Data Cleaning | Analytical Thinking | HTML5 | CSS | JavaScript | Bootstrap | Critical Thinking | Problem Solving | Microsoft Office | Relationship Building | Google Docs | Decision-Making | Attention to Detail | Adaptability & Flexibility | Continuous Learning | Basic Troubleshooting | Email Management | Report Creation | Team Coordination | Data analysis | Leadership

LANGUAGES

Mother language(s): HINDI
Other language(s): ENGLISH B1

REFERENCES

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