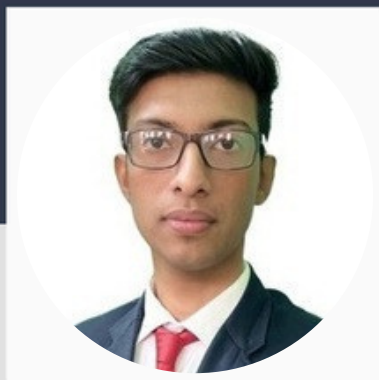


SOHAM DUTTA

BUSINESS ANALYST



CONTACT

- +91 7477702171
- sohamd960@gmail.com
- Pan, India
- <https://www.linkedin.com/in/soham07-gbs/>

SKILLS

- Project Management
- Structured Query Language(SQL)
- Python
- Time Management
- Tableau
- Power BI
- Excel Data Analysis
- Critical Thinking

LANGUAGES

- English
- Hindi
- Bengali

CERTIFICATIONS

- SQL
- Data Analysis with Excel
- Power BI



PROFILE

Aspiring Business Analyst with experience in operations analysis, CRM data handling, and process improvement. Skilled in SQL, Excel, and Power BI for analyzing operational data and supporting data-driven decisions. Experienced in identifying recurring issues, improving CSAT, and supporting business processes.



WORK EXPERIENCE

BetterHalf.AI Feb 2024-June 2024
Customer Service Associate

- Analyzed recurring customer issues and shared insights to support process improvement
- Maintained accurate CRM data for reporting and service quality tracking
- Supported CSAT improvement by identifying common dissatisfaction drivers
- Handled high-volume customer interactions while ensuring data consistency

SpringWorks April 2025- Oct 2025
Operations Intern(Case Analyst)

Internship

- Supported operations through case analysis, document verification and data validation
- Assist in conducting background verification checks for our clients, ensuring accuracy and compliance with company policies.
- Maintained operational databases and ensured accuracy of records
- Coordinated with cross-functional teams to resolve operational issues

PROJECTS

Customer Churn Analysis

- Analyzed customer data to identify churn patterns and key risk factors
- Built dashboards in Excel to visualize churn trends
- Suggested retention strategies based on data insights



EDUCATION

Globsyn Business School 2024-2026
Post Graduate Diploma in Management
(Business Analytics)

Maulana Abul Kalam Azad University of Technology 2020-2023
Bachelor of Business Administration
CGPA: 8.76