

Shivam Mishra



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SKILLS SUMMARY

Technical Skills

- SQL, Power BI, Advanced MS Excel

INTERNSHIP

WNS Global Service

Nov'24- Nov'25

Client/Process: Stripe – Product Associate.

- Provided advanced technical support, account advice, and transaction assistance to clients, which dramatically improved resolution effectiveness.
- Conducted extensive due diligence for individual and corporate clients in 15+ countries, strictly adhering to international AML and KYC compliance standards.
- Handled and closed 30–40 KYC and compliance support tickets daily efficiently, maintaining an average customer satisfaction rate of more than 95%.
- Handled client inquiries via email, chat, and phone mediums using platforms like Zendesk, Salesforce, and in-house compliance management systems.

INDUSTRIAL TRAINING

Lovely Professional University

Jan'24- Feb'24

- Acquired knowledge and practical experience with business analytical tools during a two-week industrial training program.
- Acquired knowledge of creating dashboards and stories in IBM Cognos, Power BI, Tableau, and SPSS

PROJECTS

Bank Fraud Detection Dashboard:

[View Project on LinkedIn](#)

- Financial institutions use Power BI to quickly identify and prevent fraud.
- Advanced analytics algorithms are used to display fraud patterns on the dashboard.
- This leads to improved customer trust, decreased financial losses, and increased efficiency.

Advanced Excel Project – Sales Analysis for Fashion Retail (Women's Kurtas):

[View Project on LinkedIn](#)

- Used conditional formatting, lookup functions, and pivot tables to examine sales performance across various product categories.
- Determined seasonal patterns, best-selling items, and underperforming SKUs to support inventory optimization.
- Created interactive dashboards to showcase regional performance, customer preferences, and sales trends.
- Provided useful insights that enhanced stock planning efficiency and supported data-driven marketing efforts.

ACHIEVEMENTS

- Managed to secure **2nd position** in semaphore competition in NCC: During Annual Training Camp in NCC
- Secured **3rd rank** in logical labyrinth competition: For good academic performance and extracurricular activities in university.
- Won **one lakh** cash prize in a Cricket Tournament: For playing exceptionally in the tournament organized by RWA society.
- National Financial Literacy Quiz Conducted by **SEBI & NISM** (2024): Online quiz competition

EDUCATION

Lovely Professionals University

Aug'23-Jul'25

Master of Business Administration (Finance and Business Analytics)

DAV Centenary College

Jul'19- Sep'22

Bachelors in Commerce (Hons.)