

ABHIJEET KUMAR SINHA

Kolkata, West Bengal | +91-8670900329 | abhijeetsinha2025@gmail.com | [LinkedIn](#) | [GitHub](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Data Analyst skilled in SQL, Python, Excel, and Power BI with hands-on project experience in EDA, data cleaning, dashboarding, KPI reporting, statistical analysis, and business insight generation. Certified in Data Science and AI-powered analytics. Prior customer support background adds strong stakeholder reporting and data accuracy skills.

TECHNICAL SKILLS

SQL: MySQL, PostgreSQL, SQL Server — Joins, Aggregations, CTEs, Window Functions

Python: Pandas, NumPy, Matplotlib, Seaborn — EDA, Data Cleaning, Statistical Analysis

BI & Excel: Power BI Dashboards, KPIs, Slicers; Excel Pivot Tables, VLOOKUP, Power Query

Other: ETL, Data Modelling, Data Validation, Stakeholder Reporting, GitHub, Generative AI

PROJECTS

Gurgaon Real Estate Market Analysis | *Python, Pandas, Matplotlib, Seaborn, Power BI* | Jan 2026

- Cleaned and analysed 19,515 Gurgaon property records, preparing a final dataset of 14,223 records across 244 localities for real estate market analysis.
- Performed EDA to analyse pricing trends by locality, builder, property status, BHK count, RERA approval, and rate per sqft using Python.
- Built an interactive Power BI dashboard with KPIs, slicers, and charts to compare property prices, locality performance, and market trends.

Customer Churn Analysis | *Python, SQL, Pandas, Seaborn* | Feb 2026

- Analysed 7,032 IBM Telco customer records across 21 features to identify churn patterns by contract type, tenure, payment method, and monthly charges.
- Cleaned and explored customer data using SQL and Python, finding a 26.58% overall churn rate and highest churn among month-to-month contract customers.
- Identified 3 high-risk customer segments — month-to-month users, fiber optic customers, and electronic check users — and proposed targeted retention strategies.

Banking Transaction Analytics & Fraud Detection | *MySQL, Python* | Mar 2026

- Designed and analysed a 6-table relational banking database with 10,000 transactions, 1,000 customers, 25 branches, 400 loans, and 250 fraud flags using MySQL joins, aggregations, window functions, and views.
- Identified 69 critical-risk and 60 high-risk fraud transactions across ₹46.7Cr total transaction volume, flagging suspicious patterns by payment mode, channel, and late-night activity.
- Analysed loan defaults across 45 customers and segmented a ₹105Cr loan portfolio by type and risk category.

WORK EXPERIENCE

Customer Support Associate | Teleperformance, Kolkata, WB Sep 2023 – Feb 2025

- Processed and categorized 40+ daily customer queries, maintaining structured records with high data accuracy and consistency.
- Used pattern analysis to identify recurring customer issue types, improving response efficiency and reducing resolution time.
- Maintained accurate data logs that supported team-level reporting and quality tracking.

EDUCATION

B.Tech: Electronics & Communication Engineering | Brainware Group of Institution, Kolkata | 2017 – 2021

CERTIFICATIONS

Certified Data Science Professional — Odin School

Dec 2025

AI-Powered Data Analytics — CodeWithHarry

Apr 2026