***DARAKHSHAN ANWAR***

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**Summary**

I am a Post-Graduate in Data Science from IIIT Bangalore, India with my specialty as Business Intelligence/Data Analysis. I have 5 years of working experience in Information Technology. I’ve demonstrated expertise in using my data skills for analysis, visualization, along with comprehensive problem-solving abilities, excellent communication skills, confident, multitasking, strong organizational skills, and willingness to learn, flexible, positive attitude, team facilitator, Empathetic, compassionate, hard worker, and a quick learner.

**SKILLS**

* Stakeholder and Client Management.
* Customer Service representative, Customer handling, (Chat, Email, Voice, telephone).
* Analyze Data, Data **Visualization**, Data **storytelling**, Data Representation.
* Business Analysis, Business **Problem Solving**, Business Insights.
* **MS Office (MS Excel**, **MS Access, MS Word. MS PowerPoint, Outlook, Teams**) Data Analysis software like **Power** **BI**, Advanced Analysis, and **Visualization in Power BI**.
* **Tableau**, Advanced Visualization using **Tableau**, Created Dashboard in Tableau. Problem Solving Ability.
* Social Media skills **like Instagram, Facebook, LinkedIn.**

## Academic Qualification

Masters of Global Management January 2023 – August 2024

Royal Roads University.

Full Time

Post-Graduation in DATA SCIENCE March 2020 – March 2021

IIIT- Bangalore

Full Time

B. Tech in Electronics & Communication June 2011 – June 2015

MAKAUT, WB

Full Time

## Professional Experience

**Tata Consultancy Services (Client- Manulife)**

Full Time Employment

Business Analyst May 2021(on Sabbatical)

[**https://www.tcs.com/**](https://www.tcs.com/) 40 Hours/Week

**Amazon**

Full Time Employment September 2015 – November 2019

Customer Service Representative 40 Hours/Week

[**https://bit.ly/36FOXIK**](https://bit.ly/36FOXIK)

**Job Responsibilities**

* Managing and delivering desired results to customers. Understanding the requirements and assisting them with utmost respect.
* Managed clients and fulfilling their demands with the best results.
* Responsible for managing Stakeholders/Clients and monitoring performance of the New Hire. Customer Relationship Management (CRM).
* Taking accountability and ownership for Training/Coaching the trainers and maintaining CSA score cards.
* Analyzed and Visualized CSAs performance data (**MS Access data source**) on Quality and compliance by building a report on **Power BI** and **MS** **Excel, Excel spreadsheet** to improve candidate’s effectiveness and scorecards using statistical policies and procedure.
* Mentoring, sending daily reports. documented feedback, email crafting to the Customer Service Associates and their respective managers**.**
* Created **Power BI** dashboards for stakeholders to understand the business flow.

**Volunteered Activity**

* I volunteered and participated for one of the NGOs in India, who works for elderly people. I was involved in paying regular visit at the institution and providing them basic needs.
* Instances where I was able to provide daily assistance to the elderly and disabled, taking care of them, taking them for outings and making sure they take their prescribed medications.
* I was also responsible for taking care of my late grandmother for about 5 years when she was sick.

**Languages**

**English**

Fluent, Proficient in English, written and verbal communication.