KULDEEPSINH THAKOR

BUSINESS ANALYST - Data Analyzing, Data Cleaning & Dashboard Reporting

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SKILLS

- **Programming Languages & Analytics:** Python, R, and SQL, data preprocessing and statistical modeling.
- **Data Visualization Tools:** Tableau, Power BI, and Excel to build interactive dashboards and custom visual analytics.
- **Database Management:** MySQL, PostgreSQL, and MongoDB for effective querying and data extraction.
- **Project Tools & Collaboration:** Jira, DevOps, SharePoint, supporting end-to-end business analysis processes.

WORK EXPERIENCE

Junior Business Analyst **July 2023 - Present**
Infosol Consultancy Services, India (Client: Software AG)

- Collaborated with senior analysts to gather and document business and technical requirements from stakeholders, preparing detailed BRDs and user stories that reduced project kickoff delays by 15% through improved alignment.
- Created monthly performance reports using Excel pivot tables and basic SQL queries; maintained operational dashboards that visualized KPIs, enabling stakeholders to make timely decisions and improving reporting accuracy 10%.
- Coordinated data exchange between departments and clients, improving user onboarding efficiency by 20%.

Technical Support Agent **November 2023 – March 2025**
Gatestone & Co. (Shaw Communications) *Remote*

- Facilitated technical issue triage and resolution workflows, achieving a 90% first-call resolution rate while analyzing support data trends and client pain points to improve system usability and reduce incidents through documentation.
- Resolved 100+ technical issues weekly while analyzing ticket categories and common service failures to recommend improvements. Updated internal records to support informed decision-making and knowledge transfer across teams.
- Collaborated with backend teams to reduce ticket volume by 30% and documented recurring issues for reports.

Business Development Executive **December 2019 – April 2021**
La Net Team Software Solutions Pvt Ltd *India*

- Conducted opportunity assessments and secured leads, increasing revenue by 20% by analyzing sales funnels, leveraging insights, and supporting strategic outreach to align business development efforts with market demand and priorities.
- Developed and maintained a prospect intelligence database, refining data pipelines for lead tracking, improving follow-up timing by 35%, ensuring accurate logging of all engagement metrics, client interaction histories in CRM tools.
- Assessed client needs, aligned proposals with data insights, and supported strategy that secured enterprise deals.

PROJECT EXPERIENCE

Workforce Requirements Forecasting **July 2022**
Role: Data Analysis and Dashboard Creation *Technologies: Python, MS Excel, Tableau*

- Collected and cleaned 950,000 data points from Statistics Canada, applied encoding techniques, prepared the dataset for machine learning. Built regression models achieving 88.08% and 97.33% accuracy for predicting future needs.
- Executed ARIMA, LSTM, and FbProphet forecasting models, with FbProphet delivering the lowest RMSE of 88.83. Summarized findings through dashboards and a detailed capstone report, highlighting key trends and forecasting results.

Patient Length of Stay Analysis **March 2022**
Role: Data Cleaning and Visualization *Technologies: Python, Tableau, MS Excel*

- Processed 2.3 million+ records from the SPARCS dataset with 37 features, performed data cleaning, encoding, and outlier treatment to obtain a refined dataset of 585,574 records, ensuring optimal input quality for predictive modeling.
- Applied machine learning techniques to predict patient length of stay and visualized insights using Tableau dashboards. Highlighted critical variables, trends, and risk categories to help healthcare providers make informed decisions.

Windsor City 311 Request Analysis **July 2021**
Role: Data Management and Visualization *Technologies: SQL Server, Tableau, MS Excel*

- Analyzed 174,226 records from Open Data Windsor, extracting key insights about service request types, frequencies. Utilized SQL queries to explore dataset structure, relationships, enabling in-depth understanding of support demands.
- Created Tableau dashboards to visualize service trends, projected 36,717 service requests for 2022, and proposed enhancements to improve efficiency. Provided actionable recommendations based on patterns, request spikes.

EDUCATION

St. Clair College, Windsor **May 2021 – August 2022**
Postgraduate Degree in Data Analytics for Business

Gujarat Technological University, India **August 2015 – August 2019**
Bachelor's Degree in Computer Engineering