

# Amit Kumar

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## Professional Summary

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Data-driven and analytical MSc Data Science and Analytics student with strong interest in consulting and product development. Proficient in SQL, Python, data visualization, and CRM systems. Experienced in documentation, dashboard creation, stakeholder communication, and process improvement. Seeking to contribute to HealthCare.com's mission through a 12-week Jr Business Analyst Internship.

## Education

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**MSc Data Science and Analytics**, University of Westminster, London  
**BCA**, Chandigarh University, India  
CGPA: 8.4/10

## Experience

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**Business Analytics Intern**, The Future University

- Extracted and cleaned CRM data for weekly performance tracking using SQL and Excel.
- Created dashboards in Tableau to visualize KPIs for marketing and operations.
- Collaborated with product team to document CRM feature requests and enhancements.
- Conducted user feedback surveys and usability research to inform UI improvements.

**Student Analyst**, University of Westminster – Hackathon Support Team

- Built Google Sheets-based dashboards for event management logistics and reporting.
- Contributed to requirement gathering and user testing of an internal reporting tool.
- Co-authored SOP documentation for tracking team communications and event feedback.

## Projects

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**CRM Enhancement Proposal and User Story Mapping**

- Defined user stories and business processes for a mock CRM interface redesign.
- Proposed improvements based on feedback, research, and modeled sales funnel data.

## Skills and Keywords

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**Business Analysis:** Requirement gathering, stakeholder interviews, process mapping, SOP documentation

**Tools:** SQL, Excel, Google Sheets, Tableau, Microsoft PowerPoint, JIRA, Notion

**Soft Skills:** Communication, problem-solving, independence, organization, cross-functional teamwork

## References

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Available upon request.