Nidhi Mukkamala

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Vienna, WV

EXECUTIVE SUMMARY

Results-driven aspiring Data & Business Analyst with hands-on experience in Excel, SQL, Power BI, Tableau, and Python. Skilled in cleaning, transforming, and analyzing data; building dashboards; and delivering clear insights for business decisions. Known for strong problem-solving skills, attention to detail, and the ability to communicate complex information simply. Experienced working with large datasets, operational workflows, and cross-functional teams.

TECHNICAL SKILLS

Programming & Analytics: Python (Pandas, NumPy, Matplotlib), SQL (extraction, joins, aggregations)
Data Analysis & Reporting: Excel (pivot tables, Power Query, VLOOKUP/XLOOKUP, formulas, data cleaning)
Data Visualization: Power BI (DAX, data modeling), Tableau (dashboards, interactive reports)
Tools: Power Query, Google Sheets, Git/GitHub
Soft Skills: Analytical thinking, problem-solving, communication, teamwork, attention to detail

PROFESSIONAL EXPERIENCE

American Red Cross **March 2025 – June 2025**
Business Operations Intern

- Supported daily operations and improvement projects to enhance efficiency and visitor experience.
- Redesigned site floor plan to improve navigation and coordinated signage updates to reduce confusion for CPR class attendees.
- Tracked and organized donation records using Excel, ensuring accurate reporting.
- Assisted with space organization and operations meetings to improve blood donation outreach and team coordination.

Matriosh **January 2025-April 2025**
Human Resources Intern

- Managed end-to-end recruitment, including sourcing, screening, and interviewing top candidates.
- Scheduled interviews and streamlined coordination, reducing time-to-hire by 20%.
- Prepared detailed interview transcripts to support fast and informed hiring decisions.
- Improved recruitment workflows, accelerating pipeline movement and boosting hiring speed.
- Ensured a positive candidate experience through clear communication and timely updates.

Teleperformance **October 2024-January 2025**
Customer Service Representative

- Delivered exceptional service by resolving patient and provider inquiries, ensuring high customer satisfaction across 60–80 daily calls.
- Handled high volumes of interactions while maintaining accuracy and professionalism in a fast-paced environment.
- Protected sensitive health information in compliance with HIPAA and internal data privacy protocols.
- Achieved performance targets consistently, contributing to improved first-call resolution and reduced average handling time.

PROJECTS(NewForce) July 2025-present

- Nashville Cemetery Marketing Analysis – Cleaned and analyzed historical cemetery data to identify trends and opportunities for targeted marketing efforts.
- Power BI Dashboard: Top K-Dramas – Created an interactive dashboard visualizing top-rated Korean dramas using viewer ratings, genres, and release years.
- Tableau Visualization: Social Media Impact – Built visual reports showing the relationship between social media usage and mental health indicators.
- Capstone Data Analysis Project - Used Python (web scraping), SQL, and Excel to collect, clean, and analyze data from Good On You, Google Trends, and the Fashion Transparency Index, then created a powerpoint presentation to explore how price, sustainability, and consumer behavior intersect.

EDUCATION

Bachelor of Business Administration
Amrita Vishwapeetam | Graduation: 2025 Winter | Cumulative GPA: 3.46