

Parul Kokcha

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PROFESSIONAL SUMMARY

Technical Support Executive with over 1.10 years of experience in the Microsoft process at Teleperformance. Motivated and detail-oriented Data Analytics graduate at WsCube Tech with a strong foundation in statistical analysis and data visualization.

SKILLS

Technical: SQL, ETL, Data Visualization, AI Automation, Python, Machine Learning

Tools: Tableau, Power BI, Excel, Power Query Editor

EXPERIENCE

Teleperformance

Jaipur, India

Technical Support Executive (Microsoft Process)

December 2023 – Present

- Provide technical support for Microsoft products and services and analyse support ticket in Excel to identify recurring issues and reduce resolution time, contributing to improved customer satisfaction.
- Create Power BI/Tableau dashboards to track key metrics (resolution rate, response rate, issue trends) and present insights to management for process optimization

PROJECTS

Jenson USA

<https://github.com/pk3103/jenson-USA>

- Jenson USA's retail data- leading bicycle retailer— This project is focusing on SQL query-based problem-solving skills. The project includes critical SQL queries like sales calculations, customer spending and staff performance analysis.
- Tools used- **MySQL**

Blinkit Data Analytics
[Analytics](#)

[https://github.com/pk3103/Blinkit-Data-](https://github.com/pk3103/Blinkit-Data-Analytics)

- Analyzing customer behavior, delivery performance, product inventory, marketing campaigns, feedback, and financial KPIs for Blinkit, India's last-minute app.
- **Applied DAX** and interactive visuals to drive data-driven decisions, enabling dynamic filtering and drill-down across 6 dashboards for key stakeholders.
- Tools used- **MySQL, Power BI, Excel, Power Query Editor**

EDUCATION

Poornima College of Engineering, Jaipur (RTU Kota)

B-Tech in Computer Science and Engineering (2017 pass out)

ACHIEVEMENTS AND CERTIFICATIONS

- Extra Miler Award Star-PA (Certificate of Appreciation) at Teleperformance (Microsoft).
- QA Star-PA (Certificate of Appreciation) at Teleperformance (Microsoft).
- Completed 5 months of Data Analytics Mentorship Program <https://www.wscubetech.com/portfolio/data/parul-kokcha-lknr85o>
- Certification in "Dashboard Design Secrets with Power BI Design Smart, AI-Driven Visuals" <https://www.wscubetech.com/portfolio/data/parul-kokcha-lknr85o>