

Vruttant Pramod Lihitkar

Phone: +91 9421890921 | mail.vruttant@gmail.com | [LinkedIn](#) | [GitHub](#) | [Portfolio](#)

Education

Indian Institute of Information Technology, Nagpur

CGPA: 7.05

B.Tech in Electronics and Communication Engineering (IoT)

Aug 2023 – May 2027

Technical Skills

Programming & Querying: Python, NumPy, Pandas, SQL (Joins, Subqueries, CTEs, Window Functions)

Data Analysis: EDA, KPI Development, Trend Analysis, Root Cause Analysis

Data Handling: Data Cleaning, Transformation, Validation, Feature Engineering

Visualization & BI: Power BI, Tableau, Dashboards, Data Storytelling

Tools: Advanced Excel (Pivot Tables, Lookups), MS Office

Concepts: Statistics, Business Metrics, Data-Driven Decision Making

Projects

Customer Service Analytics – Flipkart

GitHub

Excel, Data Analysis, Dashboarding, KPI Analysis

- Examined 30K+ customer service records to assess CSAT drivers (response time, sentiment, call duration, channels); executed data cleaning, transformation, and feature engineering (SLA status, CSAT categories).
- Designed interactive dashboards tracking KPIs (Avg CSAT 5.5+, call trends, sentiment distribution); highlighted Billing Issues contributing 72% of queries and key operational bottlenecks.
- Revealed sentiment imbalance (10K+ negative, 8K+ neutral vs 3.5K+ positive) and SLA impact on CSAT; assessed channel performance to generate insights improving retention and reducing repeat complaints.

Amazon Market & Customer Analytics

GitHub

SQL, Data Analysis, Customer Segmentation

- Explored Amazon Brazil dataset (Customers, Orders, Payments) to uncover customer behavior patterns; found 76.9% transactions via credit cards with highest AOV (163 BRL).
- Constructed advanced SQL queries using CTEs, Window Functions (LAG, LEAD), and recursive queries to evaluate MoM growth and cumulative sales.
- Formulated customer segmentation (Loyal vs Occasional) and detected mid-range “Smart” products (100–500 BRL) and high price-variance categories (>500 BRL) for pricing and marketing optimization.

Car Sales & Pricing Analytics

GitHub

Python, Pandas, Tableau, Data Visualization

- Processed 50K+ car listings using Python (Pandas) to identify patterns in pricing, fuel types, and ownership trends.
- Developed interactive Tableau dashboards presenting KPIs such as selling price trends, fuel distribution, and seller segmentation for data-driven decisions.
- Derived insights including higher average prices for automatic cars and dominance of petrol vehicles in inventory, supporting pricing and market strategy optimization.

Sales Analysis

GitHub

Python, Data Analysis

- Engineered an end-to-end analytics pipeline on 50K+ records using Python (Pandas, Matplotlib), including data cleaning, feature engineering, and exploratory analysis.
- Determined key revenue drivers with Electronics contributing highest revenue (\approx 3Cr+) and top-performing states (Uttar Pradesh, Maharashtra); examined customer demographics (18–35 age group, \approx 65% male).

Certifications

NextLeap Data Analyst Fellowship

Jan 2026 – May 2026

Data Analyst Course — Simplilearn

Leadership & Extracurricular Activities

Senior Coordinator, Hospitality — Kshitij 2025

Led logistics and hospitality operations, ensuring smooth execution of the sports event.

Member, Iotics Club — Sept 2024 - Dec 2024

Coordinated technical and management activities under the club team.

Corporate Team Member — Abhivyakti 2024

Managed sponsorship coordination and external communications for the college fest.