

Bijoy Kumar Sarkar

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🌐 portfolio-bijoy-kumar-sarkar.vercel.app 📍 Hyderabad, India

PROFESSIONAL SUMMARY

Data & Quality Analytics Professional with 3+ years at Genpact India (Client: Meta, Inc.), delivering measurable impact across compliance analytics, KPI monitoring, and process optimisation. Achieved a 15% improvement in compliance metrics through automated reporting and trend analysis. Recognised with an Outstanding Performance Award and early promotion to Quality Analyst. Skilled in SQL, Python, Tableau, Advanced Excel, and cross-functional stakeholder engagement.

PROFESSIONAL EXPERIENCE

Quality Analyst — DevCom Process Jun 2024 – Present
Genpact India Pvt. Ltd. (Client: Meta, Inc.) *Hyderabad, India*

- Conducted structured ticket audits following strict SOPs, consistently maintaining **98%+ quality accuracy** across hundreds of weekly reviews
- Analysed KPIs and behavioural data trends to proactively detect systemic process gaps, translating insights into strategic recommendations for stakeholders
- Engineered preventive quality measures by isolating recurring error patterns in audit datasets, elevating team performance benchmarks
- Collaborated with cross-functional teams (operations, compliance, training) to implement data-driven process improvements
- Delivered weekly analytical reports to leadership summarising quality trends, risk areas, and improvement opportunities

Technical Support / IT Support Specialist Dec 2022 – May 2024
Genpact India Pvt. Ltd. (Client: Meta, Inc.) *Hyderabad, India*

- Built compliance analytical reports leveraging Advanced Excel (pivot tables, conditional formatting, VLOOKUP), driving a **15% improvement in compliance metrics** across digital platforms
- Conducted in-depth compliance case reviews across Meta and other digital platforms, ensuring adherence to accessibility standards, cybersecurity policies, and regulatory guidelines
- Managed complex escalations using analytical and problem-solving skills, maintaining high client satisfaction and timely resolution
- **Earned Outstanding Performance Award** and early promotion to Quality Analyst within 18 months for handling complex technical compliance edge cases
- Identified patterns in compliance data to propose preventive measures, reducing repeat violations

PROJECTS

Credit Risk Exploratory Data Analysis *Python, Pandas, NumPy, Matplotlib, Seaborn*

- Performed exploratory analysis of **300,000+ loan applications** to identify the strongest drivers of loan default
- Applied univariate/bivariate analysis and correlation studies to surface actionable risk indicators for lending decisions

RSVP Movies — SQL Strategy Analysis *MySQL, Joins, Subqueries, Window Functions*

- Queried an IMDB-scale movie database using complex SQL joins and subqueries
- Delivered genre, talent, and partnership recommendations based on data-driven insights from box office and rating data

Kalpataru Atta Mill — Production Website *Next.js, JavaScript, Vercel*

- Developed a production web solution optimised for digital performance, brand identity, and customer accessibility
- Deployed on Vercel with performance-optimised architecture

EDUCATION

Bachelor of Technology — Automobile Engineering	2019 – 2022
<i>Maulana Abul Kalam Azad University of Technology (MAKAUT)</i>	<i>Kolkata, West Bengal</i>
Diploma in Engineering — Automobile Engineering	2015 – 2019
<i>West Bengal State Council of Technical & Vocational Education</i>	<i>Kolkata, West Bengal</i>

TECHNICAL SKILLS

Data Analysis:	MS Excel (Advanced — Pivot Tables, VLOOKUP, Power Query), SQL (Joins, CTEs, Window Functions, Aggregations)
Visualisation & BI:	Tableau (Dashboards, Calculated Fields), Google Analytics, Data Storytelling
Programming:	Python (Pandas, NumPy, Matplotlib, Seaborn), R (Basic)
Tools & Platforms:	Jira, VS Code, MySQL Workbench, Jupyter Notebooks, Docker, Postman
Web Development:	JavaScript, Next.js, Nuxt.js, Node.js, PHP, MongoDB
Core Competencies:	Data Analytics, Process Optimisation, Quality Assurance, Compliance Monitoring, Stakeholder Management

CERTIFICATIONS

Data Science Bootcamp — <i>UpGrad</i>	2024
Technical Support Fundamentals — <i>Google (Coursera)</i>	2023
Microsoft Excel — <i>Coursera</i>	2026

KEY HIGHLIGHTS

- **Outstanding Performance Award** — recognised for handling complex compliance cases at Meta
- **15% compliance improvement** — built automated analytical reports driving measurable metric uplift
- **98%+ audit accuracy** — maintained across hundreds of weekly ticket reviews
- **Early promotion** — advanced from Technical Support to Quality Analyst within 18 months
- **300K+ records analysed** — Credit Risk EDA project demonstrating end-to-end data analysis capability