

ANANT PANDEY

BUSINESS ANALYST PORTFOLIO (WEBSITE)

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SUMMARY

Business analytics professional skilled in operational support, advanced reporting, and process improvement for large teams and senior leadership. Experienced in leveraging Excel, Power BI, and automation tools to deliver insights and drive operational excellence, with a strong focus on communication and stakeholder engagement in fast-paced environments.

ACHIEVEMENTS

Finalist group for Business analytics project in final year

Built a Client Insights Dashboard (Excel + Power Query+ Dax) that reduced manual reporting time by 60%

Linkedin certified - PowerBI Essentials

Inter School Swimming Competitor – Freestyle events

PROFESSIONAL EXPERIENCE

Customer service representative, IGA Supermarkets

November 2023 - Present

- Efficiently served up to 250 customers daily, promptly resolving inquiries and addressing concerns with professionalism and empathy.
- Managed conflict situations and customer complaints, ensuring consistent application of store policies and positive outcomes.
- Maintained accurate records of transactions and customer requests, paying attention to detail and compliance with procedures.
- Consistently delivered high service standards under pressure and tight deadlines.

Business Analytics Consultant, World Vision Australia

Feb 2025 - Jun 2025

- Worked with different teams to check and fix supporter data issues, ensuring records were accurate and up to date.
- Explained data findings in an easy, clear way and helped stakeholders resolve any problems in line with compliance rules.
- Shared insights through dashboards to support better decisions for supporter engagement.
- Reviewed analytics processes and suggested improvements based on customer goals and best practice.

Analytics and Strategy Head Intern, Basix4Blokes

Jul 2024 - Oct 2024

- Conducted weekly analysis of social media engagement across Instagram and LinkedIn, identifying optimal post times and content types based on historical trends
- Developed operational dashboards in Power BI, enabling real-time performance tracking and supporting continuous improvement of social media strategy.
- Collaborated with leadership to prepare and present KPI and growth metrics in executive summaries.
- Implemented process improvement initiatives for data workflows, boosting efficiency and reporting accuracy.

Analytics and Content Intern, Kale Management Consultancy Services May 2022 - Aug 2022

- Automated digital outreach campaigns and managed structured data processes using cloud-based platforms, improving content workflow speed by 30%.
 - Drafted and managed professional customer-facing communications, including outreach and resolution emails, ensuring clear and compliant messaging.
 - Maintained documentation and process templates for knowledge sharing and operational consistency.
 - Organized and evaluated market data for client reports, demonstrating strong attention to accuracy and detail.

EDUCATION

Masters of Business Analytics, Deakin University

Nov 2023 - Sept 2025

Focus on Data Analytics, Business Intelligence, and Predictive Modelling.

- Capstone project involving dashboard-driven insights and real-world data interpretation.
 - Grade: Distinction

Bachelor of Business Administration, Symbiosis University

Jun 2020 - Jun 2023

- Relevant coursework in Financial Management, Accounting, Capital Markets, Risk Analysis & Portfolio Strategy.
 - Grade: Distinction

ADDITIONAL INFORMATION

- **Languages:** English, Hindi (Bilingual).
 - **Certifications:** LinkedIn certified Power bi, Excel Intermediate certification, Python certified.