

Aniruddha Das

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PROFESSIONAL SUMMARY ([Portfolio Links](#))

Highly analytical and results-driven IT professional with **10+ years** of diverse experience in the IT & BPO industry at TCS, specializing in data analysis, BI, and stakeholder communication. Skilled in managing large datasets, data wrangling, and providing actionable insights. Seeking a Data Analyst or Business Intelligence Analyst/Developer role to apply my expertise in data manipulation, analysis, and visualization for business growth and efficiency.

CORE COMPETENCIES

- Data Analysis & Visualization
- Business Intelligence (BI) Tools
- Python & Data Manipulation
- Project Management, Quality Assurance & Manual Testing
- Data Wrangling & Cleansing
- SQL & Database Management
- Reporting & Dashboard Creation
- Stakeholder Management

PROFESSIONAL EXPERIENCE

Tata Consultancy Services (TCS) - Kolkata

Role: **Business Process Lead - Analyst** | PMO | SDL | Quality Analyst | SME | Manual Tester *July 2014 – Present*

- **Data Analysis & Reporting:**
 - **Automated scrapping and processing** of ~**400,000+** server monitoring alert emails using **VBA**.
 - Performed **data wrangling and cleansing** to ensure data accuracy and integrity.
 - **Analyzed and manipulated** data to generate meaningful **insights**.
 - Created & delivered detailed **weekly insights reports and visualizations** for **stakeholders** including Product Leads, Project Managers, Value Stream Heads, and the TCS CIO, addressing ~**2.23 lakh+** tickets and ~**3.4 lakh+** alerts, saving ~**87%** of product team efforts for false alerts by Monitoring team.
 - **Work Projects:** Developed various **Products & Quality interactive Excel Dashboard** for teams (project & product) to deliver key insights related to servers, mount points, key issue types, alert types etc.
- **Project Management & Stakeholder Engagement:**
 - Coordinated with various project teams to ensure timely delivery of insights and reports.
 - Managed stakeholder expectations and provided insights for strategic decisions and improvements.
 - Handled the Security Deployment Lead (SDL) role and the RCML role for Business Continuity Planning (BCP) & Talent Development SPOC while working as a PMO.
- **Quality Assurance & Testing:**
 - Conducted manual testing to ensure the functionality and performance of insurance application.
 - Ensured compliance with industry standards and best practices.

EDUCATION

- **B.COM (H):** WB State University, 2012 Pass-out
- **MBA (FINANCE) :** SMU (Distance), 2015 Pass-out

SKILLS SUMMARY

- **Languages:** Python, SQL, VBA, R, JavaScript
- **Frameworks:** Pandas, NumPy, Matplotlib, Seaborn
- **BI Tools for Visualization:** Power BI, Tableau, Excel
- **Database Management:** MySQL, Postgres
- **Tools for Presentation:** PowerPoint, Canva

CERTIFICATIONS ([Links](#))

- Google Data Analytics Professional Certificate
- Google Business Intelligence Certificate
- Google Project Management Professional Cert.
- Six Sigma Green Belt Certified (TCS)
- Google Digital Marketing Certificate

PROFESSIONAL DEVELOPMENT

- Preparing for PL-300 Professional Certification.
- Pursuing Google Business Intelligence

AWARDS

- Special Initiative Award (x2)
- Star Performer Award (x2)

PROJECTS ...

Office Projects:

- **Server Monitoring Mail Alerts Scraper & Segregator**
 - Developed VBA scripts to scrape server alert emails from a specified Outlook mailbox, importing the data into Excel over a defined period.
 - Created VBA scripts to segregate and transform raw email content into structured data, categorizing details such as server, IP, range, alert type, and issues etc.
 - Designed custom Excel formulas to meet specific project requirements for data transformation.
 - Automated approximately 70-80% of the ETL process in real-time, significantly reducing the time needed to convert raw data into actionable insights.
 - **Quality Dashboard for Internal Stakeholders**
 - Built a comprehensive Quality Dashboard featuring multiple KPIs such as Individual Total Score, Daily Score, and Product-wise Quality Scores.
 - Developed supporting tools, including quality templates with conditional logic, using custom Excel formulas and VBA to ensure structured data collection and reporting.
 - **Server Monitoring Dashboard for Product Teams**
 - Developed a Server Monitoring Dashboard for internal teams, highlighting key metrics like Mean Time to Resolve (MTTR), level-wise MTTR, volume segregation, and trend analysis.
 - Ongoing project to fine-tune for distributing weekly insights to product teams.
 - **Automated Product Data Visualization Generator**
 - Automated the generation of data visualizations for product presentation decks using VBA scripts.
 - This project significantly reduced the time required for data preparation, enabling product-specific analytics and insights, thus enhancing decision-making.
 - **Quality Team Productivity Tracker & Tools**
 - Developed a Team Productivity Tracker using MS Access and VBA at the request of the Quality Team Lead, providing real-time data on productivity hours, utilization, and breaks.
 - Awarded the "Special Initiative Award" for this project.
 - Created various additional tools for project use, including scorecards, data finders, document checkers, and automated scorecard dashboards.
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Personal Portfolio Projects:

Power BI Portfolio Projects

- **Credit Card Analysis Dashboard ([Link](#))**
 - Objective: Analyze credit card transaction data and customer demographics to identify key performance indicators (KPIs) and derive actionable insights for business optimization.
- **IPL Analytics Dashboard ([Link](#))**
 - Objective: Created an interactive Power BI dashboard to analyze Indian Premier League (IPL) 2019 season data, providing key performance indicators (KPIs) and insights for teams and players.
- **Pizza Hut Sales Dashboard ([Link](#))**
 - Objective: Analyze Pizza Hut sales data from Jan '15 to Dec '15 to identify key performance indicators (KPIs) and derive actionable insights for business optimization.

Tableau Portfolio Projects

- **EV Data Analysis Dashboard ([Link](#))**
 - Objective: Analyze and visualize various aspects of sales trends, geographic distribution, and other key metrics relevant to the EV industry.

Python Portfolio Projects

- **Perfume Sales Data Analysis Projects ([Link](#))**
 - Objective: Analyze and visualize sales performance, pricing strategies, and inventory management to optimize revenue and stock levels for different perfume brands in an e-commerce setting.

Excel Dashboard Portfolio Projects

- **CRM Sales Dashboard ([Link](#))**
 - Objective: Visualize CRM sales data for comprehensive analysis.
- **Bank Loan Report Dashboard ([Link](#))**
 - Objective: Analyze and visualize bank loan data with a detailed dashboard.

SQL Projects

- **Real Estate-Nashville DB Data Analysis ([Link](#))**
 - Objective: Perform in-depth analysis of Real Estate data using SQL queries.