**Anitha Kuppusamy**

Data Analyst

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**SUMMARY**

Experienced Data Analyst with a strong background in data collection, analysis, and visualization using tools like SQL, Python, and Tableau. Skilled at identifying trends, optimizing processes, and delivering actionable insights to drive decision-making. Focused on accuracy, efficiency, and supporting business growth through data-driven strategies.

**SKILLS and TOOLS**

* Database technologies: SQL, mySQL
* visualizationTools: Power BI, Excel
* Programming Languages: Python, JavaScript, HTML, CSS
* Cloud: AWS and GCP

**TOTAL WORK EXPERIENCE: 10+ years**

**2025’April to Till date Analytics Avenue for Research and Development**

**Role:** Intern at weekend training program

* Completed SQL training, Prepared excel dashboard on road accident analysis
* Completed SQL basic & Intermediate certificate from Hacker Rank.

**2019’may to 2025’March Tata Communications and Transformation Services(TCTSL), Chennai**

**Role**: Service Delivery Manager

**Client**: AT&T, USA

**Responsiblities**:

* Update change approval matrix with common changes and respond to the requester in case of any queries related to approvals.
* Prepare and share daily shift handover report to the service delivery which contains QA rejection, emergency, business critical (expedited) missed SLA, list of changes with coordinating groups that are going to expired in next 24 hours.
* Oversaw 100% compliance of meeting SLA's and KPI's in accordance with master services
* Acknowledge the request and review the minimum data set to ensure required fields are filled out appropriately and preparing RFC for Engineer to implement Change
* Contact/communicate with requester in case if rework is required.
* Handling Calls during implementation of a change and rescheduling changes if implementation is unsuccessful.
* Involved in CAB calls and discuss on the changes in upcoming weeks

**2016’June to 2019’May Nokia Solutions & Networks** on Behalf of **Innominds software pvt ltd, Chennai**

**Role:** Service Delivery Manager

**Client:** VHA, Australia  
**Responsiblities:**

* Preparing the designs for all end to end transmission requirements containing optical, capacity and microwave designs.
* Planning of layer 3 routers in terms of IP/MPLS.
* Converting the existing Native IP solution of transmission network into L3 migration for better performance
* Designing of existing backhaul migration to Rainbow fiber, New TU under Transmission Capacity management, Bandwidth of VHA services Upgrade and Down grade, EJV Upgrade, optima TU Migration.
* Designing of Optical-Deployment of Layer3 ATN910i (Cat8.4), Deployment of DWDM OSN1800 (Cat7.2), Deployment of CX600X1 (Cat 8.2).in ORION from remote with the help of VHA data tools and live system such as NRS, U2000, M2000
* Preparing the Link budget for all MW links using the tool Mentum Link Planner.
* Hands on experience in Card level & Port level Optical/Electrical for the Transmission equipment of ATN910i, Cx600X1, ATN950B, SIAE, RTN950, MLTN, Etc

**2014’August to 2016’April SS Technologies, Tiruchy**

**Role:** System Admin

**Client:** SS Technologies

**Responsiblities:**

* Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.
* Strong analytical skills, able to work with technicians from various engineering disciplines to troubleshoot complex system-level issues.
* Experience on configuring, monitoring, upgrading and maintaining systems hardware, software and related infrastructure.

**EDUCATION**

**Dr.Mahalingam College of Engineering & Technology *July’2011 – May’2014***

*Bachelor of Engineering in Electrical & Electronics Engineering(First Class)*

**P.A Polytechnic College *June’2008 – April’2011***

*Diploma in Electronics and Communication Engineering(First Class)*