# TEJASWINI THOTA

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## PROFESSIONAL SUMMARY

- Business Intelligence Analyst with 4+ years of experience delivering enterprise BI, reporting, and analytics solutions across finance, media, and technology domains using Tableau, Power BI, SQL, Python, Snowflake, and AWS.
- Skilled in building ETL pipelines, data models, KPI dashboards, and automated reporting workflows, improving SLA compliance, executive decision-making, and operational efficiency.
- Proficient in query optimization, incident tracking, reconciliation automation, and anomaly detection using Oracle, SQL Server, Python, Splunk, and ServiceNow, enhancing reporting accuracy and reducing downtime.
- Experienced in Agile-Scrum environments, ITIL-based problem management, and DevOpsdriven monitoring with AWS CloudWatch, Jenkins, and Grafana, recognized for leading BI teams and delivering scalable, automated solutions that reduced manual effort and boosted reporting accuracy by 60%+.

## TECHNICAL SKILLS

**Business Analysis & Frameworks:** Agile-Scrum, ITIL, Requirements Gathering, User Stories, Gap Analysis, Business Process Mapping, UAT, Stakeholder Communication, Root Cause Analysis.

**Data Analytics & Visualization:** Tableau, Power BI, SSRS, Advanced Excel (Pivot Tables, VBA, Macros), KPI Dashboards, Data Storytelling, Data Visualization, Reporting Automation.

**Programming & Data Processing:** Python (Pandas, NumPy, Regex, Automation Scripts), SQL (Oracle, MS SQL Server, Snowflake), PySpark, Shell Scripting, PowerShell.

**Data Engineering & Databases:** Snowflake, Oracle, MS SQL Server, MongoDB, ETL Pipelines, Data Warehousing, Data Quality & Governance, Query Optimization, Amazon S3 Data Lake.

**Cloud & DevOps Platforms:** AWS (EC2, S3, Lambda, IAM, CloudWatch), Docker, Kubernetes, Jenkins, Git/GitHub Actions, CI/CD Pipelines, Terraform.

**Monitoring & Incident Management:** ServiceNow, Splunk, Prometheus, Grafana, ELK Stack (Elasticsearch, Logstash, Kibana), Incident & Problem Management Frameworks

**Testing & QA Tools:** HP ALM, LoadRunner, Test Automation Frameworks, Continuous Testing.

**Collaboration & Documentation:** JIRA, Confluence, Microsoft Teams, Slack, Knowledge Base Documentation.

## PROFESSIONAL EXPERIENCE

**Lead BI Analyst**                                                                              Jul 2021 - May 2024
**Cognizant| Hyderabad, India**

- Led an 8-member BI and analytics team managing enterprise-scale reporting solutions for finance, content, and media systems, ensuring 99.9% availability and SLA adherence.
- Collaborated with stakeholders to gather requirements and translate KPIs into interactive Tableau dashboards, providing executives with real-time visibility into SLA performance, incident trends, and operational bottlenecks.
- Automated data reconciliation and incident-tracking processes through Python ETL pipelines integrated with Snowflake and ServiceNow, improving accuracy of financial and operational reporting by 35%.
- Enhanced query performance for Oracle and SQL Server databases by optimizing stored procedures and indexing strategies, cutting execution times by 50% and delivering faster insights to business teams.
- Built proactive monitoring workflows combining Splunk alerts with ServiceNow escalation models, enabling predictive detection of issues and lowering system downtime by 30%.
- Partnered with DevOps teams to embed AWS CloudWatch metrics into Snowflake pipelines, improving observability and reducing deployment rollback incidents by 20%.
- Drove root cause analysis and ITIL-aligned problem management workshops, implementing preventive measures that decreased recurring data discrepancies and incidents by 25%.
- Designed and deployed an executive reporting suite in Tableau, consolidating multi-source data into automated dashboards, which increased leadership's decision-making accuracy by 60% and reduced manual reporting workload by 70%.

**Reporting Analyst**                                                                Jan 2020 - May 2021
**Qspider | Hyderabad, India**
- Built interactive Tableau dashboards and Excel KPI trackers to visualize SLA compliance and incident trends, enabling managers to make faster, data-driven operational decisions.
- Increased financial reconciliation accuracy by 20% by engineering SQL queries that validated high-volume Oracle and SQL Server datasets across finance and content workflows.
- Automated Python and Linux shell workflows for anomaly detection, reducing manual effort by 35% and improving response times for operational discrepancies.
- Streamlined monthly reporting by 25% with Excel VBA macros and pivot models, consolidating multi-source inputs into a single automated reporting framework.
- Ensured consistency during system migration projects by validating ETL data pipelines, resolving discrepancies, and safeguarding downstream reporting quality.
- Partnered with stakeholders in finance and operations to define reporting requirements and KPIs, ensuring BI outputs aligned directly with strategic business needs.
- Reduced recurring operational issues by 18% through ITIL-aligned problem management analysis, embedding preventive checks into reconciliation processes.
- Authored knowledge base documentation and onboarding guides, cutting analyst ramp-up time by 30% and standardizing BI reporting practices across the team.

## PROJECTS
### Automated BI & Incident Analytics Platform
- Processed logs from 70+ enterprise applications using Python, Splunk, and ServiceNow, creating automated incidents and reducing resolution time by 40%.
- Leveraged AWS EC2 and Snowflake to scale high-volume log ingestion and storage, enabling consistent, real-time analytics across business systems.
- Delivered Tableau dashboards connected to Snowflake visualizing incident trends, SLA compliance, and operational metrics, improving prioritization accuracy by 30%.

### Data Analytics & Reporting Automation
- Built ETL pipelines with Python, SQL, and Airflow to transform ticket and telemetry data, improving reporting accuracy by 80% and ensuring consistent insights.
- Implemented CI/CD for Tableau dashboards via Git and Tableau Server, automating report deployment and cutting manual effort by 80%.
- Developed parameterized Tableau dashboards highlighting SLA breaches, backlog trends, and KPIs, enabling stakeholders to take data-driven actions 60% faster.

### DevOps-Driven Business Health Monitoring
- Created Jenkins pipelines to run automated Python and Shell health checks in Docker containers, reducing system downtime by 35%.
- Centralized metrics in Prometheus and Grafana dashboards with real-time Slack alerts, accelerating anomaly detection by 45%.
- Configured canary releases and rollback strategies integrated with CI/CD pipelines, increasing release stability and reducing rollback incidents by 20%.

## EDUCATION
**Bachelor of Technology in Computer Science & Engineering**                  May 2016 - Sep 2020
Jawaharlal Nehru Technological University | Hyderabad, India

## CERTIFICATIONS
- Google Data Analytics Professional Certificate - **Coursera**
- IBM Data Analyst Professional Certificate - **Coursera**
- Data Visualization with Tableau - **Coursera**
- SQL for Data Science - **Coursera**
- Power BI Essential Training - **LinkedIn Learning**