

HETALBEN PATEL

Data Analyst

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Professional Summary

Results-driven Senior Data Analyst with over five years of expertise in transforming complex data into actionable insights. Highly experienced in business intelligence tools such as Power BI and Tableau, with advanced SQL skills for querying, data preparation, and ETL development. Skilled in Python and R for data analysis, automation, and statistical modeling. Proven ability to migrate reporting systems, streamline workflows, and support cross-functional teams. Strong communicator adept at stakeholder engagement, requirements gathering, and delivering scalable reporting solutions. Passionate about driving data-driven decision-making and improving business performance.

Technical Skills

- **Business Intelligence & Reporting Tools:** Power BI (DAX, Power Query, Paginated Reports), Tableau, Looker, SSRS, Google Data Studio
- **Programming Languages:** SQL, PL/SQL, Python, R
- **Database & ETL Technologies:** MS SQL Server, PostgreSQL, SSIS, Azure Data Factory, AWS Redshift, Oracle, T-SQL
- **Data Preparation & Analysis:** Data Cleaning, Transformation, Modeling, Predictive Analytics
- **Big Data Technologies:** PySpark, Kafka, Hadoop, Hive
- **Project Management Tools:** JIRA, Confluence, Agile, Scrum
- **Data Visualization:** Power BI, Tableau, R Shiny, Advanced MS Excel (Pivot Tables, Power Query, Macros)
- **Software & Systems:** Azure, Databricks, AWS, Windows, Unix
- **Soft Skills:** Problem-solving, Analytical Thinking, Stakeholder Management, Team Collaboration, Agile Methodologies

Professional Experience

Sr. Data Analyst, August 2023 – Present

Bluecross Blueshield Health Insurance, Canada

- Spearheaded the migration of reporting from Tableau to Power BI, ensuring smooth transitions, optimizing reports, and enabling timely insights for risk management.
- Collaborated with cross-functional teams to gather business requirements, conduct gap analysis, and support the data migration process between upstream and downstream systems.
- Developed and maintained scalable Power BI dashboards for KPIs, leading to a 25% improvement in data-driven decision-making.
- Engineered data models and streamlined workflows using SQL and Python, reducing report generation time by 30%.
- Provided hands-on support in troubleshooting and enhancing data workflows, increasing the accuracy of financial and operational reports by 20%.
- Leveraged advanced SQL skills to query databases, perform ETL, and design reports for performance tracking.
- Conducted stakeholder engagement, facilitating discovery sessions to assess current and future data needs, enabling seamless reporting migration.

- Applied agile methodologies to manage deliverables, ensuring on-time project completion with minimal supervision.

Data Analyst, *January 2022 – July 2023*
Rogers, Canada

- Designed and migrated reporting solutions from legacy systems to Power BI, enhancing financial reporting accuracy by 15%.
- Utilized SQL and Power BI DAX to create automated financial and operational reports, reducing manual reporting errors by 30%.
- Conducted a detailed gap analysis between the existing reporting framework in Tableau and future Power BI needs, ensuring smooth migration.
- Assisted in ETL processes and optimized database structures, enhancing data workflows and reducing query execution time by 25%.
- Communicated effectively with stakeholders to capture requirements, define user stories, and support the development of tailored reporting solutions.
- Implemented SQL triggers and advanced queries to automate data validation processes, improving data accuracy by 95%.

Data Analyst, *March 2019 – December 2021*
Walmart, Canada

- Developed SQL queries and SSIS workflows for data extraction and transformation, supporting retail reporting needs.
- Integrated and migrated data environments from Tableau to Power BI, improving report generation efficiency by 20%.
- Designed self-service Power BI dashboards and automated daily reporting processes, reducing manual intervention by 50%.
- Collaborated with data engineering teams to ensure data consistency during migrations and identified opportunities for optimization.
- Analyzed data requirements for cross-functional departments and delivered user-friendly visualizations that enhanced decision-making.

IT Proctor (Part-time), *June 2022 – Present*
CPA, Brandon, Manitoba

- Provided technical support during exams, troubleshooting issues with exam software and hardware to ensure smooth execution.
- Worked closely with the on-site team to maintain technical infrastructure, improving exam processing time.

Project Experience

Analysis for Customer Servicing and Customer Satisfaction

- Conducted comprehensive data analysis for Customer Servicing and Customer Satisfaction Support teams, focusing on Travel and Life insurance lines of business.
- Extracted and validated data from Snowflake Data Warehouse, collaborating with business stakeholders to ensure accurate sourcing from CRM systems and call center databases.
- Cleansed and transformed data using SQL and Python, creating Power BI dashboards to deliver actionable insights on renewal rates and call center performance metrics.

Customer Insights and Business Intelligence Analytics

- Led data analysis using SQL and Python to extract and clean large datasets, identifying key trends in customer behavior.
 - Created Power BI dashboards and Looker reports, increasing operational efficiency by 20% and improving customer engagement by 15%.
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Education

Master of Computer Applications (MCA)

Sardar Patel University, Gujarat, India, 2006

Certifications

- Google Data Analytics Professional Certificate (Coursera)
- R Programming, Johns Hopkins University (Coursera)