SK

Sumit Kumar
LEAD DATA SCIENTIST

Experienced in leading Power BI and Data Analytics initiatives, boasting over nine years of expertise in collecting data from diverse origins and converting it into informative reports and dashboards. Proficient in data modeling and integrating reporting elements, adept at crafting and automating business performance reports. Skilled in extracting, cleansing, and analyzing large datasets for valuable insights. Proficient in data visualization and constructing dynamic dashboards using Power BI Desktop, Power BI Service, Advanced Excel, and SQL.

PERSONAL INFO

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WORK HISTORY

Lead Data Scientist (Manager)   10-2022 - 04-2024

Eastvantage Private Limited, Bengaluru

- Responsible for providing comprehensive performance reports and insights to aid the leadership team in assessing and enhancing business performance
- This involves utilizing Odoo system and connecting them to Power BI for clear data visualization, enabling informed decision-making at the leadership level
- Created Financial dashboard to have clear view on P&L
- Created HRIS dashboard for internal usage (for OPS team) to view headcount & attritions
- Extracted, transformed, and loaded data from multiple sources (SQL Server, Excel, CSV, etc.) into BI tools, streamlining business process analysis and generating actionable insights
- Utilized advanced querying, visualization, and analytics tools to analyze and process complex data sets
- Discovered stories told by data to present information to business managers
- Collaborated with business teams and leadership to create data visualizations that effectively communicated findings and insights.

Manager   08-2021 - 10-2022

RBL Bank Limited, Mumbai

- Financial service KPI and cross functional KPI and MIS Reporting
- Worked closely with service management to prepare reports, data & trends for effective meetings/ discussions with stakeholders & senior management
- Involved in preparing and cleansing data
- Controlled costs and optimized spending via restructuring of budgets
- Supporting Compliance team to communicate new policies and procedures to appropriate personnel
- Generated daily, weekly, and monthly Excel dashboards and reports showcasing process.

Deputy Manager   04 -2021 - 08 -2021

Reliance Retail, Mumbai

- Created visually impactful dashboard for Digital segment
- Delivery of Client and Internal reports with 100% accuracy within timeline
- Single point of contact for all operational data
- Vendor reporting management and CEO escalation reporting and analysis

Assistant Manager
08 -2018 - 04 -2021

Concentrix Services India Private Limited, Mumbai
- Created impactful dashboards in Tableau for data reporting by creating different sheet as per requirements Extracted, interpreted, and analyzed data to identify key metrics and transformed raw data into meaningful and actionable information
- Connecting dataset in tableau by establishing connections from different data sources
  Reasons sharing with operations for not meeting Basic KPI
- Preparing reports for executive leadership that effectively communicate trends & patterns using relevant data
- Optimized data collection, procedures and generated reports on weekly, monthly, and quarterly basis Used advanced Microsoft
- Excel to create pivot tables, used VLOOKUP, and other Excel functions Maintained direct, timely and appropriate communication with clients
- Created visually impactful dashboard for South Asia countries (India, Bangladesh, Pakistan & Sri Lanka) Preparation and presentation of WBR (Weekly Business Review), MBR (Monthly Business Review) and YBR (Yearly Business Review)

Assistant Manager
08 -2017 - 08 -2018

Hinduja Global Solution Limited, Mumbai
- Created impactful dashboards in Tableau for data reporting by creating different sheet as per requirements Extracted, interpreted, and analyzed data to identify key metrics and transformed raw data into meaningful and actionable information
- Connecting dataset in tableau by establishing connections from different data sources
- Sharing findings with team to improve strategies and operations
- Identified opportunities and facilitated the meet for improvement in product with CQA, R&D & brand Supervised operations team
- to support operational excellence and excellent customer service.

Lead Data Analyst
01 -2010 - 08 -2017

Concentrix Daksh Services India Pvt Ltd, Bangalore
- Ensure service level targets are met
- Providing periodic reports: real time and historical reports containing performance data to support operations management Produce daily reports of employee's attendance and performance for OPS and HR and also generate regular and ad-hoc reports on a variety of KPI metrics
- Analyzed data based on various parameters in line with the business requirements and provided reports to higher management for business strategy
- Created a centralized database for reporting which became the base for all Ad-hoc requirements Business Dashboards preparation every week showcasing agent productivity, Occupancy, utilization. Provided quality customer support via telephone and chat, ensuring customer satisfaction
- Acted as the primary point of contact for customers interacting with the organization
- Maintained comprehensive knowledge of the products and services to provide accurate information to customers
- Manage the floor on real time basis with proper co-ordination with OPS.
- Manage the Service Level of the process with co-ordination with OPS.
- Providing suggestion to operations as SL, C-SAT, Tagging and call disconnection after analysis
- Daily publishing non- adherence Report.
- Handled escalated customer grievances, providing specialized solutions to ensure customer satisfaction Ensured every customer was attended to in a professional and polite manner.

Business Process Associate
12 -2007 - 07 -2009

Infosys BPO Limited, Bengaluru
- Support for Visa extension or Passport related
- Performed operational data entry to update database for onsite employees
- Updating employee's attendance who are working abroad on client site.

EDUCATION

IT & FIN, Master of Business Administration
2022 - 2024

Swami Vivekanand Subharti University, Meerut

Computer Application, GNIIT (Diploma)
2003 - 2007

NIIT, Bangalore

Computer Application, Bachelor of Computer Application
2003 - 2006

V S Prasana Bharti University, Bengaluru

SKILLS

- Advance Excel ★★★★★
- CRM and Salesforce proficiency ★★★★★
- Data Visualization ★★★★★
- Dax Queries ★★★★
- Google Forms ★★★★
- Google Sheets ★★★★
- Microsoft Office Applications ★★★★★
- Power BI Desktop ★★★★★
- Power BI Service ★★★★★
- Power Query ★★★★★
- Service Level Management ★★★★★
- SQL ★★★★
- Tableau ★★★★

LANGUAGES

- English ★★★★★
- Hindi ★★★★★

AWARDS

- STAR Global Award
- GEM Award
- RAMP Award

VOLUNTEERING

Student Internet world 2005 Program 2005 - 2005
Participated as Trainee/instructor in the Student Internet world 2005 program sponsored by dept. of Information Technology, District Administration & Education Department, Govt. of Karnataka.

Corporate Social Responsibility (CSR) 2018 - 2018
Participated in activities that contribute to the social and environmental well-being of the community within the school setting.

CERTIFICATES

Data Analysis Using Power BI	04 -2024
Use Power Bi for Financial Data Analysis	11 -2023
Introduction To Python	11 -2023
Advanced Excel in Financial Reports	10 -2023
5 Days SQL Workshop	08 -2023
Build Dashboard in Power BI	02 -2023
Getting Started with Power BI Desktop	05 -2022