

Data Analyst with 3+ years of experience in data analysis, business intelligence and dashboard development using **Power BI**, with exposure to **SQL**, **Python** and **Microsoft Excel**, specializing in **finance** and **e-commerce** industries.

PROFESSIONAL EXPERIENCE

Junior Data Analyst

December 2022 - Present

Infosys

Visakhapatnam, Andhra Pradesh

- Engineered automated data refresh processes for over **40** Power BI reports, reducing manual effort by **75%** and improving data accuracy by **30%**.
- Applied Power Query and SQL to clean, transform, and model data, increasing data accuracy by **95%** compared to the previous methods.
- Formulated complex DAX formulas in Power BI to create advanced calculated fields, enhancing data accuracy and efficiency by **40%**.
- Teamed up with cross-functional teams to identify key performance indicators and develop interactive dashboards that improved decision-making processes, leading to a **20%** boost in operational efficiency.
- Unified **SQL Server**, **MySQL**, and **Excel** data sources into Power BI dashboard, improving data visualization capabilities and increasing accessibility by **20%**.
- Streamlined the extraction process for Power BI dashboards, cutting load times by **60%** and boosting data refresh speeds by **45%**.
- Managed permissions for **10+** user groups on Power BI Service, ensuring data access and compliance with company policies.

Application Support Analyst

November 2021 – December 2022

Infosys

Chennai, Tamil Nadu

- Resolved **1500+** ServiceNow and **500+** JIRA tickets within SLA requirements, achieving a **98%** client satisfaction rate (CSAT) through efficient issue resolution techniques.
- Implemented a new **database indexing** strategy that refined query response time by **30%**, enabling more efficient data retrieval for end users.
- Led regular team meetings to review client communication strategies, achieving a **20%** decrease in response time to client inquiries and ticket resolution.

SKILLS

- Data Visualization:** Microsoft Power BI, Excel (Charts, Pivot Tables, Conditional Formatting).
- Programming and Querying:** Python, SQL, Data Analysis Expression (DAX).
- Data Modeling:** Relationships, Star Schema, Snowflake Schema.
- Platforms and IDE's:** Jupyter Notebook, Visual Studio Code, GitHub, GitLab.
- Databases:** MySQL, Microsoft SQL Server (MS SQL), PostgreSQL.
- ITSM Tools:** ServiceNow, JIRA, Trello

PROJECT EXPERIENCE

Business Insights 360 [Power BI | SQL | Excel | Power Query | DAX] [Live Dashboard](#)

May 2024

- Transitioned reporting from **Excel** to **Power BI**, integrating data from **Excel/CSV** files and **SQL** to centralize insights.
- Designed a data model and visualizations for **6** departments, streamlining business processes, increasing efficiency by **10%**.
- Imported and modeled over **2 million** records from MySQL and Excel, refining relationships to ensure real-time reporting.
- Optimized Power BI report storage with DAX Studio, reducing storage needs by **30%** and improving performance by **10%**.
- Enhanced dashboard efficiency by **5%**, projecting a **10% increase** in revenue and a **20% reduction** in data-related expenses.

Profit and Loss (P & L) Report [Excel | Pivot Table | Power Query] [Live Dashboard](#)

April 2024

- Delivered a detailed P&L report for AtliQ Hardware's last **4 years** sales trend, utilizing advanced Excel features like **Pivot Tables** and **DAX** for in-depth analysis of revenue streams and expense categories.
- Automated data cleaning using **Power Query**, saving approximately **4 hours** of manual work.
- Enhanced user experience and flexibility by implementing **5+** DAX measures for calculations in the report.

Executive Management – Consumer Goods [SQL | Joins | CTE] [Live Dashboard](#)

March 2024

- Provided insights on **10** ad-hoc business requests to executive management by querying a **1.8M** rows database with SQL
- Streamlined the extraction workflows with optimized queries, leading to a **15%** reduction in execution time and improved report efficiency.

CERTIFICATIONS

- PL-300:** Microsoft Certified Power BI Data Analyst
 - Power BI:** Data Analytics for all Level 2.0
 - Infosys Certified **Python** Associate
- Excel:** Mother of Business Intelligence
 - SQL** for Data Professionals: Beginner to Advanced
 - Infosys Certified **SQL** Associate

EDUCATION

Gayatri Vidya Parishad College for Degree and PG Courses

Visakhapatnam, Andhra Pradesh

Bachelor of Technology (B. Tech) in Computer Science and Engineering

June 2021