



## SUMMARY

Seeking a challenging role in a data analytics domine to utilize my analytical skills and education for contributing to organizational growth. Aspire to develop a successful career in data analytics while continuously learning and adapting to new technologies and industry trends.

## EDUCATION

### SR University | MBA (Business Analytics)

Cumulative GPA: 7.7/10 - Nov.2021 - Jul.2023

### Kakatiya University | B. Com (Computers)

Cumulative GPA: 6.3/10 - Jun.2018 - Nov.2021

### Govt Jr College | Inter (CEC)

Marks: 460/1000 - Jul.2016 - May.2018

### Vishwapragathi Vidyalayam | SSC

Cumulative GPA: 7.3/10 - Jul.2015 - May.2016

## SKILLS

- MS Excel (Advanced Lookups, Power Tools)
- Tableau & Power bi (ETL, data modelling, Data visualization)
- MS Office & MS access
- SQL (MySQL, Big Query)
- Python (pandas, numPy, seaborn, sklearn)
- R (dplyr, ggplot, tidyverse, skimr, janitor)

## CERTIFICATIONS

- Google Data Analytics Professional Certificate from **Google**.
- Excel for Data Analytics and visualization specialization from **Macquarie University**.
- Data Driven decision making with Power Bi from **Accelerator**.
- Data communication and visualization with Tableau from **Duke University**.
- SQL for Data Science from **University of California Davis**.
- Data Analysis with Python from **IBM**.

## PROFESSIONAL EXPERIENCE

### Real Time Analyst

Sutherland Global Services | 2023 - Present

- **Real-Time Monitoring:** Monitor contact center or operational activities in real-time using workforce management software and other tools to ensure adherence to schedules.
- **Schedule Adherence:** Track and analyze agent adherence to scheduled breaks, lunches, and work hours, making real-time adjustments to optimize staffing levels and maintain service levels.
- **Intraday Performance Management:** Analyze intraday performance metrics such as call volume, average handle time, and agent availability to identify trends and make immediate adjustments to staffing and resources as needed.
- **Queue Management:** Manage call queues and distribution of workload among agents in real-time to ensure equitable distribution and efficient handling of customer inquiries or operational tasks.

### Data Analyst Intern

SR Cognition Centre | 2022 - 2023

- Collaborated with two AI & ML developers and a professor of cognitive science to assess and present their experiment data (error data) on the human brain.
- Developed a plotting-based representation in MATLAB to demonstrate whether or not moving objects have an influence on visual working memory recall.
- Contributed my statistical analysis findings and an abstract to the cognitive science conference in Spain and **IBRO (International Brain Research Organization)** has approved my abstract to Present in their conference.