

Gulfam Ali

Data Analyst

Contact

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 [LinkedIn](#),  [Gmail](#),  [GitHub](#)

 Bangalore, India

Education

Bachelor of Engineering (BE) in Computer Science

T.John Institute Of Technology

Certifications

Data Analyst Course - ExcelR

Generative AI Mastermind - Outskill

Java and Android Development – TechLogiK

Skills

- Excel (Advanced: Pivot Tables, Power Query, Dashboards)
- Power BI (DAX, Data Modeling, KPI Reporting) • Tableau (Interactive Dashboards)
- SQL • MySQL
- Python (Pandas, NumPy)
- Data Cleaning • ETL Processes • Data Visualization • KPI Tracking • Performance Reporting • Descriptive Statistics
- Stakeholder Communication • Problem Solving • Cross-Functional Collaboration • Agile Working

Professional Summary

- Data-driven professional with 3 years 3 months of experience in data analytics and operations.
- Worked 1.5 years as an Adobe SME at Convergys, using Excel and Power BI to build dashboards, track retention, and monitor team performance.
- Currently pursuing a Data Analyst internship with hands-on experience in SQL, Excel, Power BI, Tableau, and data modeling.

Experience

- Data Analyst Intern April, 2025 - Present
Ai Variant
 - Worked on healthcare analytics project, crowdfunding analytics, hospitality, ecommerce. etc focused on patient volume, resource utilization, and cost optimization across provider networks.
 - Designed end-to-end interactive dashboards using Power BI and Tableau to track KPIs and derive actionable insights.
 - Connected tools to diverse data sources (SQL Server, MySQL, Azure Databricks, Excel, CSV) for scalable reporting pipelines.
 - Partnered with cross-functional teams to support product-led growth strategies through behavioral cohort analysis.
 - Wrote optimized SQL queries using JOINS, window functions, and CTEs to extract business-critical metrics.
 - Collaborated with stakeholders to align data insights with product and business decisions.
 - Automated weekly executive reporting using DAX and Power BI Service, saving 6+ hours of manual effort per week.
- Lead, Operations Sept, 2022 - March, 2025
Convergys India Services Private Limited
 - Served as SME for Adobe at Convergys, using Excel and Power BI to create dashboards, track cancellations, product usage, and customer retention.
 - Built Excel and Power BI dashboards and reports to track Adobe performance, to analyze product purchases, cancellations, and account closures to identify customer retention trends. Also, customer support performance and retention KPIs.
 - Automated reporting processes to deliver data-driven insights for leadership reviews.
 - Collaborated with teams to improve data accuracy and streamline reporting workflows.
 - Mentored all members as SME, promoting analytical thinking and data literacy.



Languages

- English
- Hindi
- Urdu
- Kannada

Interests and Hobbies

- Playing badminton and carrom
- Exploring different cuisines
- Sketching and painting



Projects

- Crowdfunding Dashboard Project
Ai Variant
 - Built SQL scripts to analyze Kickstarter data—converted timestamps, created calendar table, and generated KPIs on goals, categories, and success rates.
 - Created a calendar dimension and time intelligence KPIs using SQL and integrated results in Power BI.
 - Conducted A/B testing simulations to measure platform-level performance difference.
 - Developed a logistic regression model in Python to predict campaign success with 81% accuracy.
- Hospitality Management Dashboard
Ai Variant
 - Built a Tableau dashboard to analyze hotel performance metrics (booking trends, guest satisfaction, cancellations).
 - Applied concepts analogous to healthcare operations (occupancy rate, service efficiency) for business decision support.
 - Generated KPIs for average stay duration, room class utilization, and city-level revenue segmentation.
 - Used SQL for advanced cohort segmentation and Power Query for structured data cleaning.