

Harsh Shah

Data Analyst | Power BI Developer | Business Insights Analyst

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Profile

Analytical and detail-oriented professional with 4+ years of experience in data analytics, reporting automation, and operational insights. Strong expertise in **Power BI, SQL, Excel, and Python**, with a proven ability to design dashboards, build ETL pipelines, and generate data-driven insights to support strategic decision-making. Adept in translating complex datasets into clear narratives, optimizing reporting workflows, and collaborating with cross-functional teams to improve operational efficiency. Experienced in developing scalable analytical solutions in fast-paced, data-driven environments.

Technical Skills

- **Business Intelligence & Reporting:** Power BI dashboards, KPI development, DAX, automated reporting, semantic models, data modeling, Power Query, performance optimization
- **Data Analysis:** SQL, Python, Excel, EDA, statistical analysis, large dataset processing, trend analysis
- **ETL & Data Engineering:** Snowflake, Databricks, Azure Data Factory, Azure Synapse, ETL/ELT pipelines, data ingestion, cloud data integration
- **Data Modeling & Automation:** Data wrangling, forecasting, time-series analysis, dashboard automation, workflow optimization, data quality improvement, operational modeling
- **Collaboration & Communication:** Requirements gathering, stakeholder reporting, insights presentation

Professional Experience

Workforce and Data Analytics Specialist | Volvo Cars, Mahwah, NJ

Oct 2021 — Present

- Achieved \$257K in annual savings by implementing a data-driven enterprise workforce strategy, analyzing business metrics in Power BI to improve support demand planning and resource allocation.
- **Analyzed 2M+ customer interactions** using **Python and NLP**, identifying friction drivers and reducing repeat contact by **18%**, informing process redesigns.
- Built **ETL pipelines in Snowflake and Azure Synapse** to automate data flows, saving **80+ analyst hours/month** and enabling **real-time decision dashboards**.
- Increased operational productivity by 22% by integrating workforce analytics with strategic planning, identifying inefficiencies, and aligning resources to peak demand windows.
- Led an AI-driven NLP classification system to categorize interaction logs into structured issue groups, reducing manual triage time by 67% and enabling faster identification of recurring product concerns.
- Enhanced dashboard performance by 50% via incremental refresh, semantic model tuning, and DAX optimization, significantly improving user experience and adoption (43%).

Data Analyst Intern | Hacera Inc, San Francisco, CA

Jul 2021 — Oct 2021

- Automated ingestion of 50+ datasets using custom ETL/data pipelines with integrated data cleaning, accelerating delivery by 42%.
- Conducted exploratory analysis on multi-million-record information sets across healthcare, blockchain, and network telemetry data, uncovering behavioral trends and optimizing model design.
- Identified root cause of 10+ critical UI issues through structured feedback and testing workflows, directly improving product usability and reducing bug-related delays by 35%.
- Built and presented 5+ interactive Tableau dashboards for the product team to monitor engagement, identify drop-off points, and guide product decisions, contributing to a 15% increase in feature adoption.
- Partnered with a team of 4 data scientists to support ML model development, including feature engineering and performance testing, which improved model precision for key classification tasks by 12%.

Education

Stevens Institute of Technology, Hoboken, NJ

May 2021

Master of Engineering in Engineering Management

Certificate: Data Exploration & Visualization for decision and risk making

K. J. Somaiya College of Engineering, Mumbai, India

May 2018

Bachelor of Technology in Information Technology