

# Pusarapu Hema Sagar

✉ [hemasagarp2299@gmail.com](mailto:hemasagarp2299@gmail.com) ☎ 6305021371 📍 Hyderabad, India

🌐 [hema-sagar-pusarapu-18b263217](https://hema-sagar-pusarapu-18b263217.github.io) 🐙 [github.com/Hemasagar2299](https://github.com/Hemasagar2299)

## PROFILE

Data Analyst with 3 years of experience at Tata Consultancy Services (TCS), skilled in managing technical project scopes and aligning them with requirements at every stage. Proficient in gathering and interpreting data from diverse sources using tools like Power BI, SQL, advanced Excel, and other reporting tools to identify patterns and trends. Adept at developing record management processes and policies, and experienced in building client relationships, providing sales data, insights, and account reviews, and identifying areas for process automation. Capable of analyzing complex data sets, designing surveys, and preparing detailed reports. Strong skills in creating data dashboards and visualizations, mining large datasets, and developing predictive models to deliver actionable insights tailored to client needs.

## SKILLS

### Power BI

Extract Transform & Load [ETL], Data Modeling, DAX, Reports and Dashboards, RLS, Data Cleaning and Transformation, Schedule refresh.

### MS Excel

Pivot Tables, Charts, Lookups, Power Query and Macros, Dashboards, Slicers, Timelines, Measures.

### Python

NumPy, Pandas, Matplotlib and Seaborn, basics of Python programming and R.

### SQL

Report, Merge, Group, Joins, Data Modelling, Querying data, Views, Stored procedure and Functions.

### Tableau

Data Extraction, Transformation, Visualization, Parameters, Calculation Field, Dashboards and Storytelling.

### Power platform

Power BI, Power apps, Application Build and Design

## PROFESSIONAL EXPERIENCE

### Analyst

British Telecommunications (09/2021 - Present)

06/2021 – present  
Hyderabad, India

- Collected data from diverse upstream sources, ensuring data integrity and consistency.
- Utilized SQL for efficient data transformation and standardization, employing complex joins, subqueries, and window functions to prepare data for analysis.
- Conducted comprehensive analysis, including segmentation, churn analysis, and trend identification.
- Developed customer segmentation models and response rate models to help in effective targeting of customers across different base-management initiatives.
- Developed dynamic dashboards in Power Bi, integrating real-time data for impactful visualization.
- Explored predictive modeling techniques for forecasting subscription trends and customer behavior.
- Generated insightful reports showcasing analysis methodologies and actionable insights.
- Delivered compelling presentations to stakeholders, facilitating informed decision-making.

## INTERNSHIPS

### AI Variant (04/2023 -09/2023) Data Analyst Intern.

04/2023 – 09/2023  
Hyderabad, India

Implemented data profiling and cleaning tools, reducing errors by 20%, and utilized Excel, Power BI, and Tableau to analyze data, driving a 15% revenue increase. Applied data analysis to identify customer purchasing patterns and payment statistics

Forage - Accenture

Based on the analysis of the reactions to content on the Social Buzz platform, the data set has been cleaned and analyzed to provide key insights. Using pivot tables and various visualizations in Excel, it was determined that the "Animal" category is the most popular among the 16 unique categories. Additionally, the analysis revealed that the month of "May" saw the highest volume of content posted on the platform. These insights were derived from the large set of reactions received, helping to identify the top 5 categories of content.

02/2024 – 03/2024  
Hyderabad, India

PROJECTS

E-commerce Store analysis:

04/2023 – 06/2023

- Assessed customer purchasing patterns and payment statistics on Olist platform, yielding actionable insights.
- Reduced data errors by 20% through meticulous data cleaning with Power Query.
- Identified key performance indicators (KPIs) using SQL queries, enhancing decision-making.
- Developed dynamic dashboards in Power BI, increasing decision-making accuracy by 15%.
- Delivered comprehensive insights derived from customer purchasing patterns and payment analysis to clients and stakeholders.

Health Care Analytics:

07/2023 – 09/2023

- Analyzed a dataset of 1.1 million records on services and revenues by provider and profession.
- Implemented a 5-step data transformation process, including data cleaning, modeling, analysis, and visualization.
- Developed three interactive dashboards in Power BI, Excel, and Tableau, providing actionable insights for strategic decision-making.
- Created a geographic mapping visualization to analyze provider counts and services across 10 regions, increasing revenue by 15%.

CERTIFICATES

- Certification on data visualization (Data visualization Powered by IBM Developer Skills Network.)
- Achieved Data Analytics Internship Certification from AI Variant.
- Data Analyst (EXCELR SOLUTIONS)

AWARDS

Best Product Analyst

07/2023

Recognized for creating multiple reports with using data analytic and data wrangling techniques using multiple Data Tools.

Star Of The Month

05/2022

Recognized with the Star of the Month award for consistently delivering high-quality work punctually, even in demanding circumstances.

EDUCATION

Bachelor of Science [B.Sc.] in Statistics (MSCS)

KBN College affiliated to Krishna University [9.6/10 CGPA].

06/2018 – 04/2021  
Vijayawada, India