

# Hema Sagar Pesarapu

✉ hemasagarp2299@gmail.com 📞 6305021371 🔗 Portfolio 🌐 LinkedIn 🏠 Github

## Profile

Seasoned Data Analyst with 3+ years of experience at Tata Consultancy Services (TCS), specializing in data analysis, Collection and visualization. Proficient in Tableau, PowerBI, SQL, Advance Excel, Power Apps and Power Automate. Transform raw data into actionable insights and business metrics. Recognized for consistently delivering impactful solutions that drive strategic decision-making and operational efficiency. Known for exceptional problem-solving skills and a strong communication skills and presentation skills to exceeding client expectations by providing scheduled actionable insights/Deliverables.

## Professional Experience

### Data Analyst

06/2021 – present

Tata Consultancy Services

- Data Retrieval and data manipulation from various sources using SQL queries and Python.
- Developed and implemented comprehensive record management processes and policies, ensuring data integrity, security, and compliance with organizational standards.
- Utilized Power BI to develop over data models and data visualizations, such as customer usage patterns and subscription trends, resulting in a 20% improvement in decision-making efficiency.
- Tracked process metrics to ensure compliance with SLAs, quickly identifying and addressing deviations.
- Produced 3+ informative reports, dashboards, and presentations in Power BI, detailing service usage, customer satisfaction, and network performance, amplifying stakeholder engagement by 40%.
- Collaborated with cross-functional teams and business stakeholders, spanning marketing, IT, and customer service, to align analytical solutions with business needs, fostering a 25% increase in data-driven decision-making.

## Personal Projects

### Health Care Analytics

07/2023 – 09/2023

- Analyzed a large dataset of 1.1 million records on services and revenues by provider and profession.
- Implemented a 5-step data transformation (ETL process), including data cleaning, modeling, analysis, and visualization.
- Developed 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%.

### E-commerce Store analysis

04/2023 – 06/2023

Data Analyst

- Analyzed KPI's of payment statistics based on weekday vs. weekend sales, optimizing promotions and increasing weekend sales performance by 10%.
- Identified and analyzed 500+ orders with a review score of 5 and payment type as credit card, enhancing customer satisfaction strategies.
- Evaluated the average delivery time for pet\_shop orders, reducing it by 2 days to maintain high customer satisfaction levels.
- Created Power BI reports to visualize and communicate insights effectively.

## Skills

### Analytical Tools

Tableau, Excel, Alteryx, MS Office, PowerBI, Power Query, Power apps, Power automate.

## Education

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

06/2018 – 04/2021

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

## Awards

### Star Of The Month

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

## Certificates

### Certification in data visualization

Data visualization Powered by IBM Developer Skills Network

### Achieved Data Analytics Internship

Certification from AI Variant.

### Data Analyst

EXCELR SOLUTIONS