Hema Sagar Pusarapu

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Profile

Experienced Data Analyst with 3+ years of expertise at Tata Consultancy Services (TCS), skilled in data collection, analysis, and visualization. Proficient in Python, Tableau, Power BI, SQL, Advanced Excel, Power Apps, Power Automate, and SharePoint. Adept at transforming raw data into actionable insights to support strategic decision-making and enhance operational efficiency. Known for strong problem-solving, communication, and presentation skills, consistently delivering impactful solutions and exceeding client expectations

Professional Experience

Data Analyst   06/2021 – present
Tata Consultancy Services

- Data Retrieval and Manipulation: Extracted and transformed data from diverse sources to generate actionable insights.
- SQL Expertise: Proficient in crafting complex, optimized SQL queries for data retrieval and managing large-scale datasets efficiently.
- Data Modeling and Visualization: Developed robust data models and interactive dashboards using Power BI, highlighting customer usage patterns and subscription trends, driving a 20% improvement in decision-making efficiency.
- Performance Metrics Tracking: Monitored key process metrics to ensure SLA compliance, promptly identifying and resolving deviations.
- Report and Dashboard Development: Produced 3+ data-driven reports, dashboards, and presentations in Power BI and Tableau, focusing on service usage, customer satisfaction, and performance metrics, increasing stakeholder engagement by 40%.
- Power Platform Integration: Designed applications in Power Apps and implemented workflow automation using Power Automate, enhancing operational efficiency.
- SharePoint Management: Architected and maintained SharePoint systems and team sites, enabling streamlined data collection, project tracking, and process optimization.
- Collaboration with Internal Teams and Customers: Worked closely with marketing, IT, customer service, and key stakeholders to deliver tailored analytical solutions, improving data-driven decision-making by 25%.
- Program Support: Provided program management, documentation oversight, and ad hoc support, ensuring seamless execution of key initiatives.

Personal Projects

Health Care Analytics   07/2023 – 09/2023

- Large-Scale Data Analysis: Analyzed a dataset of 1.1 million records related to services and revenues segmented by provider and profession, delivering key insights to stakeholders.
- ETL Process Implementation: Executed a 5-step ETL process, including data extraction, cleaning, transformation, modeling, and visualization, ensuring data accuracy and usability for analysis.
- Dashboard Development: Designed and delivered interactive dashboards using Power BI, Excel, and Tableau, enabling actionable insights for strategic decision-making.
- Geographic Data Visualization: Developed geographic mapping visualizations to analyze provider counts and services across 10 regions, leading to a 15% revenue increase through targeted strategies.

E-commerce Store analysis (Data Analyst)   04/2023 – 06/2023

- Sales Trend Analysis: Analyzed weekday vs. weekend sales performance, identifying key trends in payment statistics, leading to a 10% increase in weekend sales through targeted promotions.
- Customer Behavior Insights: Investigated 500+ high-value orders (review score of 5) made via credit card, providing actionable insights to refine customer retention strategies.
- Operational Efficiency Improvement: Evaluated delivery time performance for pet shop orders, implementing process changes that reduced delivery time by 2 days, enhancing overall customer satisfaction.
- Power BI Dashboards: Created interactive Power BI dashboards to visualize sales trends, customer behavior, and delivery performance, enabling data-driven decisions across teams.

Skills

Analytical Tools

Tableau, Excel, Power BI, Power Query Editor ,Power apps,Power automate.SQL,Python.

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 Analyst**	**Microsoft Certified: Power BI Data Analyst Associate**
Data visualization Powered by IBM Developer Skills Network	EXCELR SOLUTIONS	This certification reflects my skills in: Designing and building data models.Cleaning and transforming . Delivering actionable insights.