

Hema Sagar Pusarapu

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PROFILE

Seasoned Data Analyst with 3 years of experience at Tata Consultancy Services (TCS), specializing in data collection, analysis, and visualization. Proficient in using Power BI, SQL, Tableau, and advanced Excel to transform raw data into actionable insights. Recognized for consistently delivering impactful solutions that drive strategic decision-making and operational efficiency. Known for exceptional problem-solving skills and a strong commitment to exceeding client expectations.

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

2021 – present
Hyderabad, India

- Gathered, cleansed, and transformed raw data from various sources including CRM systems and customer feedback, reducing data inconsistencies by 25% and enhancing data readiness for analysis.
- Applied statistical methods, data visualization techniques, and data mining to scrutinize datasets from fixed-line, broadband, and mobile services, uncovering trends that boosted customer retention by 15%.
- Utilized Power BI to develop over 12+ data models and visualizations, such as customer usage patterns and subscription trends, resulting in a 20% improvement in decision-making efficiency.
- Produced 10+ informative reports, dashboards, and presentations in Power BI, detailing service usage, customer satisfaction, and network performance, amplifying stakeholder engagement by 40%.
- Collaborated with 5 cross-functional teams and 10+ stakeholders, spanning marketing, IT, and customer service, to align analytical solutions with business requirements, fostering a 25% increase in data-driven decision-making.

INTERN PROJECTS

E-commerce Store analysis:

04/2023 – 06/2023

Data Analyst

- Analyzed 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 10+ Power BI reports to visualize and communicate insights effectively.

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 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%.

Personal project

Social Media Buzz

- Cleaned and analyzed data on Social Buzz platform reactions, highlighting "Animal" as the top category among 16 unique ones and revealing May as the peak month for content volume.
- Generated actionable insights and presented findings to stakeholders, informing strategic decisions to enhance engagement.

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

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

07/2023

Star Of The Month

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

05/2022

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

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<https://hemasagar2299.github.io/Hemasagar.github.io/> 