Jahnavi Galla

(513) 377-7719 • jahnavigalla97@gmail.com •http://www.linkedin.com/in/jahnavi-galla •Tableau Public

PROFESSIONAL SUMMARY

Results- driven Data Analyst with 4+ years of experience in E-commerce and Automotive industries. Adept at uncovering insights, automating processes and visual storytelling with a demonstrated ability to present data-driven insights to stakeholders.

SKILLS

- **Programming Languages:** Python (NumPy, Pandas, Matplotlib, Scikit-Learn, Seaborn), R (ggplot2, tidyverse, plotly), HTML, CSS
- **Query Languages and Databases:** SQL, MySQL Workbench, MS Access, SQL Server
- **Microsoft Excel and Google Sheets:** Charts, SUMIFs, COUNTIFs, INDEX-MATCH, LOOKUPs, Power Query, Pivot Tables, VBA
- **Tools:** Tableau, PowerBI (DAX, Power Query), Qualtrics, Visio, Jira, Databricks, GitHub, PowerPoint, SharePoint, Talend Open Studio, Visual Studio, R Studio, Jupyter Notebook

CERTIFICATION

Data Analytics from University of Cincinnati April 2023

WORK EXPERIENCE

Data Analyst August 2023– April 2024

Tesla Austin, TX

- Leveraged **advanced SQL** techniques (**Window Functions, CTEs, Subqueries** and **Joins**) to develop master queries by focusing on data modeling and transformation of >50 million rows, optimizing processing time by 25%
- Designed 10+ **Tableau** dashboards tailored to different levels of managements by aligning with business needs, defining **KPI**s, and crafting interactive visuals to present complex findings to stakeholders
- Reduced manual effort by 80% by streamlining reporting through implementation of **ETL** using **SQL, Power Query and VBA** macros to create master files, with automatic table updates and chart generation
- Conducted data analysis using **SQL** and **Excel** to identify strengths and growth opportunities in customer satisfaction, and collaborated closely with support and field teams to devise actionable strategies
- Performed sentiment analysis to categorize customer feedback using **Python** and **NLPK**, achieving 83% accuracy
- Spearheaded onboarding process for 3+ interns within the team, developed a plan and training material reducing onboarding time by 30%

Business Data Analyst March 2019 – June 2022

Amazon Hyderabad, India

- Saved 30+ manual hours in report generation each quarter by building interactive **Tableau** dashboards to visually track KPI progress and convey essential business metrics to 5+ stakeholders
- Established 4 keyword-based rules using **SQL** data extraction and **Python** scripts to reduce false seller enforcements by 15%
- Performed root cause analysis (RCA) by interpreting data using **Excel** and **SQL**, revealing insights and making policy recommendations thus improving customer retention and satisfaction
- Functioned as a Subject matter expert (SME) and collaborated with cross-functional teams to identify areas of improvement

EDUCATION

University of Cincinnati, Carl H. Lindner College of Business Cincinnati, Ohio

Master of Science in Information Systems, GPA: 3.9 April 2024

Relevant Coursework: Database Design, Data Analysis, Data Wrangling, Statistical Computing, Data Mining, Data Visualization

ACADEMIC PROJECTS

Kroger Exploratory Data Analysis (Python, R)

- Analyzed Kroger data using **Python** and **R** to identify top revenue-generating department and active customer demographics
- Utilized market basket analysis to generate actionable insights helping in increased sales

Data Modeling and Database Design for Blue Box Rentals (SQL, MySQL Workbench)

- Designed and deployed a **SQL** based relational database system for a small business, incorporating ER diagrams and data dictionary
- Ensured data integrity through Normalization and calculated Sales, Revenue Generated, and Profits by joining multiple tables

Coffee Chain Analysis and Data Visualization (Tableau)

- Developed **Tableau** dashboard by leveraging storytelling to uncover customer preferences and market trends, empowering a coffee chain to make data-driven decisions to improve operational efficiency

Data Mining (Python, ML Techniques, SQL Server)

- Analyzed a Grocery Store Simulator database on **SQL Server**, leveraging **ML** techniques like supervised (**Linear regression, Random Forest classifier**) and unsupervised(**K-means**) learning models to extract valuable insights