

VISHAL ANAND

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[LinkedIn](#) • [GitHub](#) • [Portfolio](#)

CAREER SUMMARY

Analytical and detail-oriented individual with a strong foundation in SQL, Python, Power BI, and Excel, skilled in uncovering actionable insights from complex datasets. Proven ability to support business decision-making through data visualization, trend analysis, and process optimization. Eager to drive data-informed strategies in dynamic, growth-focused organizations.

EDUCATION

Aditya Engineering College – Andhra Pradesh

Bachelor of Technology, Electronics & Communication Engineering — 2016–2020

WORK EXPERIENCE

Contact Centre Executive

HSBC, Hyderabad | Nov 2022 - Nov 2024

- Analyzed over 10,000+ customer interactions using SQL and Excel to identify fraud indicators, contributing to a 20% reduction in false positives.
- Developed Power BI dashboards to monitor service KPIs (AHT, CSAT, FCR), leading to a 15% improvement in SLA adherence.
- Consistently maintained >95% quality assurance scores while handling high-volume customer queries, reducing average handling time by 18%.
- Delivered data-backed presentations to senior management, driving policy enhancements in fraud handling and customer retention.
- Collaborated with Risk and Compliance teams on predictive analytics models to detect account takeover and unauthorized transactions.

Business Development Associate

BYJUS, Hyderabad | Dec 2020 - Sep 2022

- Conducted cohort analysis and A/B testing across 100K+ users, improving learner retention by 15% on NEET and K-12 learning platforms.
- Created interactive Tableau dashboards on user engagement, optimizing app features and reducing churn by 10%.
- Leveraged SQL to identify high-potential leads, increasing sales conversion by 20% through refined targeting.
- Contributed to UX/product improvements by surfacing actionable user feedback during analytics reviews.
- Successfully generated sales and revenue exceeding ₹1 crore through strategic client engagement and personalized demo sessions.

CERTIFICATIONS

- Google Professional Data Analytics – Coursera
- SAS Certified Specialist: Base Programming
- GenAI Certification – Kaggle

PROJECTS

AI-powered Financial Audit Assistant

- Developed a Streamlit NLP app using OpenAI GPT and LangChain for intelligent document querying
- Created an efficient PDF ingestion and preprocessing pipeline to boost retrieval accuracy

[GitHub](#)

Gold Price Prediction Model

- Applied XGBoost and Random Forest on economic datasets, increasing accuracy by 18% via feature engineering

[GitHub](#)

BellaBeat Data Insights (Google Capstone)

- Conducted EDA on smart device usage, visualized insights with Tableau/Python to influence product strategy

[GitHub](#)

SKILLS AND INTERESTS

- **Technical:** SQL, Python (Pandas, NumPy, Seaborn, Matplotlib), Excel, Power BI, Tableau, DAX, Scikit-learn, XGBoost, Streamlit, LangChain, PowerApps, Git, Microsoft Access, SAS, R
- **Languages:** English (Proficient), Hindi (Proficient), Telugu (Proficient), German (Basic)
- **Interests:** AI in Finance, Data Storytelling, Fraud Analytics, EdTech Innovation