Vishal Anand

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EDUCATION

Google Professional Data Analytics – Coursera

April, 2025.

Birla Institute of Technology and Science (BITS) Pilani – Hyderabad, Telangana

MBA in Business Analytics (WILP)

Expected Completion: August 2026

Aditya Engineering College – Surampalem, Andhra Pradesh

Bachelor of Technology (B.Tech) in Electronics and Communication Engineering

May 2016 – October 2020.

SKILLS

- **Programming Languages**: Python (Pandas, NumPy, Seaborn, Matplot), R, SAS
- **Data Analysis & Manipulation**: Excel (PivotTables, Power Query, DAX), SQL (Joins, Aggregations, Subqueries)
- **Data Visualization**: Tableau, Power BI
- **Machine Learning & AI**: Predictive Modeling, Data Mining
- **Business & Analytics Tools**: KPI Tracking, Stakeholder Management, Business Intelligence
- **Analytical Skills**: Data Wrangling, Data Visualization, Decision-Making with Data, Data Ethics

PROFESSIONAL EXPERIENCE

Contact Centre Executive
HSBC, Hyderabad | Nov 2022 - Nov 2024

- Utilized Excel, SQL, and Power BI to analyze customer interaction data, with a focus on identifying trends and opportunities to improve efficiency. This included generating reports and presenting findings to team leads.
- Played a key role in monitoring customer transaction patterns and applying predictive analytics techniques to enhance fraud detection systems, which helped reduce false positives.
- Developed real-time dashboards to track service performance, resulting in a measurable improvement in response times. This involved working with the service team to define key metrics and build the reporting infrastructure.

Business Development Associate
BYJUS, Hyderabad | Dec 2020 - Sep 2022

- Leveraged SQL queries to analyze sales data and develop lead segmentation models, directly contributing to a significant improvement in conversion rates.
- Integrated Tableau and Google Analytics to gain a deeper understanding of customer engagement across different channels, and used these insights to enhance sales funnel efficiency.
- Created dashboards to track the performance of new hires, providing valuable data to the training team and improving the onboarding process.

CERTIFICATIONS

- Google Professional Data Analytics - Coursera - 📜 Certificate
- GEN AI – Kaggle
- SAS Certified Specialist: Base Programming

PROJECTS & CASE STUDY

1. AI-powered Financial Audit Assistant 🔗

- Developed a Streamlit application to automate document search in financial audits.
- Integrated LangChain and OpenAI GPT for natural language querying.
- Ingested and chunked audit PDFs using a document loader pipeline.
- Implemented FAISS-based vector search for fast and efficient document retrieval.
- Enabled real-time question answering with LLM-powered chains.
- Streamlined audit workflows and improved document retrieval accuracy.
- Empowered auditors to interact with complex documents using natural language.

2. Gold Price Prediction 🔗

- Built a machine learning model to predict gold prices using historical economic data.
- Utilized Scikit-learn, Random Forest, XGBoost, Pandas, and Seaborn for modelling and analysis.
- Conducted thorough exploratory data analysis (EDA) to uncover key trends and patterns.
- Engineered features from relevant economic indicators such as USD value and crude oil prices.
- Compared multiple models and evaluated performance using accuracy metrics.

3. BellaBeat Data Insights (Case Study - Google Capstone Project) 🔗

- Conducted in-depth exploratory data analysis on BellaBeat's smart device data to uncover usage trends and health patterns.
- Cleaned and transformed data using **Pandas** and **NumPy** for efficient analysis.
- Applied data visualization techniques using **Matplotlib**, **Seaborn**, and **Tableau** to present insights.
- Identified key user behavior metrics to support BellaBeat's product strategy.
- Provided actionable business recommendations based on data-driven findings.

KEY COMPETENCIES

- Stakeholder Engagement & Senior Management Reporting
- Data Modeling & Large-Scale Data Analysis
- Automation & Scalable Data Processes
- Scorecard & KPI Tracking for Business Strategy

LANGUAGES

- German - Basic
- English - Proficient
- Hindi - Proficient
- Telugu - Proficient