Aishwarya C

Data Analyst

Experienced Data Process Executive with 4 years of expertise in data analysis, skilled in extracting valuable business insights. Transitioning with a strong foundation in data analysis, committed to continuous learning and applying advanced data science techniques to drive business growth. Eager to leverage my skills and enthusiasm for data analysis in new roles.

SKILLS

Data Analysis	SQL, Excel, Python (Pandas, NumPy), Statistical Analysis
Data Visualization	Power BI, Python (Matplotlib, Seaborn, Plotly)
Machine Learning	Scikit-learn, Machine Learning Algorithms
Deep Learning	PyTorch, TensorFlow, RNN, CNNs
NLP & Computer Vision	NLTK, Transfomer, LSTM, Chatbots
GEN AI	Text generation (LLMs), RAG
Tools	Jupyter Notebooks, JIRA
Cloud Platforms	AWS

WORK EXPERIENCE

Urjanet Energy Solutions, Chennai

Data Analyst	Aug 2021 – Sept 2025

ROLES & RESPONSIBILITIES

- Analyzed and processed large datasets using SQL, Python (Pandas, NumPy), and Excel for data extraction, transformation, and RCA to ensure data accuracy and support business decisions.
- Developed interactive dashboards and KPI reports in Power BI and Excel using DAX and SQL to track metrics and enhance transparency
- Performed ETL processes and automated data workflows using Python, SQL, and DAX, improving data integration, reporting speed, and operational efficiency.
- Collaborated with cross-functional teams via JIRA and Zendesk to streamline client onboarding, SLA tracking, and project delivery.

PROJECT EXPERIENCE

Title: Utility Billing Insights & Operations

● *Role: Utility Data Analyst*
● *Client: Enterprise clients*
● *Duration: 2021 Aug – till Date*
● *Environment: SQL (PostgreSQL), Python (Pandas, NumPy, Scikit-learn, XGBoost, Random Forest), Deep Learning (TensorFlow/Keras – DNN), Streamlit, Power BI, JIRA, AWS, Excel*

Description :

Developed an Utility Billing Insights & Operations platform using ML, Deep Learning, and automated dashboards to improve billing accuracy and operational efficiency. Built an XGBoost model for new bill detection (+28% accuracy) and a TensorFlow DNN for customer priority prediction (High/Medium/Low). Implemented a multi-class issue classifier to categorize login failures, bill missing, portal errors, and template changes, reducing manual triage time by 35%.
Created a Streamlit dashboard with CSV export for Power BI to deliver real-time RCA insights. Optimized SQL/Python data pipelines, cutting processing time by 25% across 450+ utility providers.

Title: Customer Behavior & Risk Prediction Chatbot (RAG + ML)

● *Role: Utility Data Analyst*
● *Client: Enterprise clients*
● *Duration: 2022 Oct – till Date*
● *Environment : Google Colab, Streamlit (Chatbot UI), Python, XGBoost, Random Forest, FAISS, SentenceTransformers (MiniLM), OpenAI GPT / Llama-3, Pandas, NumPy, Scikit-learn*

Description :

Developed a RAG + ML–based chatbot to detect customer billing risks and irregular delivery patterns.
Built XGBoost/Random Forest models to predict missing-bill probability with high accuracy.
Implemented FAISS + SentenceTransformer embeddings for semantic retrieval of historical behavior.
Integrated GPT-4 / Llama-3 to generate contextual insights on risk, TAT, and SLA issues.
Delivered a Streamlit UI that reduced manual RCA time and improved analyst decision-making.

Title: SQL Query Generator from Natural Language - TalktoDB

● *Role: Performance Analytics Engineer*
● *Client: Enterprise clients*
● *Duration: 2024 Oct – Jan 2025*
● *Environment : React , FastAPI , MySQL , OpenAI*

Description:

TalkToDB is an AI-powered SaaS tool that allows users to interact with their SQL database using natural language — no coding or SQL knowledge required. Users can type prompts like "get all transactions above 1000" and receive accurate SQL results instantly. It uses OpenAI's GPT-4 to translate user intent into SQL and safely executes the queries, restricted to allowed tables and only read operations. Perfect for business teams, analysts, and data consumers who need fast, secure access to insights., enhancing operational efficiency by 18%.

CERTIFICATIONS

- Master Data Science Program – GUVI GEEK NETWORK

ACHIEVEMENTS

- Received the Trailblazing Trooper Award during H2 R&R in December 2024 for outstanding performance.

EDUCATION

- Bachelor of Computer Science - SRM Institute of Science and Technology CGPA - 8.64   2019 - 2022