

# PAUL YAJJALA

## Tableau Developer | Business Intelligence | Data Visualization

Highly skilled Tableau Developer with over four years of expertise in Advanced Analytics, Business Intelligence, and Data Analysis. Dedicated to delivering impactful data visualizations and actionable insights to drive business growth. Seeking career advancement with an esteemed organization, where I can leverage my expertise in data visualization, business intelligence, and analytical skills to contribute to the success of projects, drive decision-making processes, and help organizations achieve their strategic objectives.

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## KNOWLEDGE PURVIEW

**Business Intelligence Expertise:** Possess a deep understanding of business intelligence principles and methodologies, with over four years of hands-on experience in delivering impactful insights to drive business growth and decision-making processes.

**Advanced Data Visualization:** Proficient in crafting rich and interactive data visualizations using tools like Tableau, adept at creating various chart types, including scatter plots, stacked bars, and advanced charts like word clouds and waterfall charts.

**Technical Proficiency:** Well-versed in a range of technical tools and platforms, including Tableau Desktop, Tableau Server, SQL, and Microsoft Excel, with a proven track record of effectively leveraging these tools to address diverse business challenges.

**Analytical Skills:** Demonstrated ability to analyze complex datasets and extract meaningful insights, utilizing tools such as Excel, SQL, and Tableau to transform raw data into actionable intelligence.

**Problem-Solving Abilities:** Known for my problem-solving skills, with a track record of identifying issues, formulating solutions, and implementing effective strategies to overcome challenges in data analysis and visualization projects.

**Continuous Learning and Adaptability:** Committed to staying updated with the latest trends and technologies in the field of data analytics and visualization, constantly seeking opportunities to enhance skills and knowledge, and adaptable to evolving project requirements and business needs.

## SKILLS

Advanced Analytics

Business Intelligence

Data Visualizations

Data Analysis

Data Warehousing

Customer Service

Reporting

ADP Payroll

Payroll Administration

Payroll Management

Payroll Services

Escalation Management

## TECHNICAL SKILLS

**Data Visualization:** Tableau Desktop, Tableau Server

**Data Analysis:** Microsoft Excel, SQL

**Other Tools:** Bomgar, Workforce Now, Samport, Bambora

## WORK EXPERIENCE

### BUSINESS INTELLIGENCE DEVELOPER

ADP PRIVATE LTD.

09/2019 - 03/2024,

Hyderabad, India

- **Strategic Visualization Creation:** Spearheaded the development of interactive filters and parameters, integrating calculated metrics to efficiently address diverse visualization needs, thereby optimizing data comprehension and facilitating informed decision-making processes.
- **Dashboard Design:** Architected visually engaging dashboards tailored to rapidly interpret intricate claims data and pivotal business metrics, effectively directing focus towards critical areas of interest, thus enabling strategic insights essential for organizational growth and development.
- **Comprehensive Visualization Techniques:** Implemented a diverse range of visualization techniques, including Scatter Plots, Stacked Bars, Box and Whisker Plots, customized to meet project-specific requirements, ensuring thorough data representation and analysis.
- **Precise Data Presentation:** Leveraged various visualization types such as Bars, Lines, Pies, Bubbles, Histograms, and Highlight Tables to present data with utmost clarity and precision, enabling stakeholders to promptly grasp key insights and drive actionable decisions.
- **Advanced Charting Expertise:** Created advanced charts including Word Clouds, Waterfall Charts, and Spark Lines, elevating data analysis to new heights through innovative visualization methodologies, fostering deeper understanding and exploration of data patterns.
- **Analysis Techniques:** Employed analysis techniques like Actions, Calculations, and Trend Lines to develop detailed summary reports and dashboards featuring essential performance indicators, empowering decision-makers with actionable insights for strategic planning and execution.
- **Effective Reporting Object Management:** Managed various reporting objects such as Measures, Dimensions, and Table Calculations, leveraging an understanding of LOD expressions to ensure data accuracy, consistency, and relevance across all analytical endeavors.
- **Optimized Visualization Configuration:** Designed advanced visualization configurations including Nested Tables, small multiples, and customized axis settings, aimed at enhancing visualization clarity and optimizing data presentation for maximum impact and interpretation.
- **Tailored Analysis Workbooks:** Crafted Tableau workbooks for diverse analyses ranging from Year over Year and Quarter over Quarter comparisons to intricate trend analyses, providing stakeholders with comprehensive data-driven perspectives essential for informed decision-making and performance evaluation.

- **Interactive Reporting Deployment:** Published interactive Reports/Dashboards on Tableau Server, offering clients flexible viewing options, and executed intricate custom Joins for seamless data blending across multiple sources, fostering collaborative data exploration and analysis, ultimately leading to actionable insights and strategic business outcomes.

## WORK EXPERIENCE

### CLIENT REPORT SPECIALIST ADP PRIVATE LTD.

07/2017 - 09/2019,

Hyderabad, India

- **Supporting Departments:** Provided assistance to the Human Resources and Accounting departments, offering expertise on all matters related to payroll, ensuring smooth operations and timely issue resolution.
- **Central Point of Contact:** Acted as the primary liaison for employees regarding payroll inquiries, serving as a dependable resource for resolving concerns promptly and professionally.
- **Precision in Payroll Processing:** Ensured meticulous attention to detail in payroll processing, guaranteeing accuracy, compliance, and timeliness in all transactions, thereby upholding stringent regulatory standards.
- **End-to-End Payroll Management:** Oversaw the end-to-end process of payroll management, from preparing and documenting payroll checks to disbursing payroll taxes and employee benefit payments across Canada and the United States.
- **Excellence in Reporting and Analysis:** Produced tailored client reports via Bomgar, prepared diverse payroll and management reports using Workforce Now, aiding decision-making and regulatory compliance.

### SENIOR SUPPORT ENGINEER SONETEL SOFTWARES

03/2014 - 06/2017,

Stockholm, Sweden

- **End-User Support:** Provided assistance to end-users utilizing the Sonetel SaaS Application, addressing inquiries and resolving issues efficiently via phone, email, and remote connection, ensuring optimal user experience and satisfaction.
- **Hardware and Software Troubleshooting:** Conducted thorough diagnosis and resolution of hardware and software issues, encompassing internet connectivity, email clients, and VoIP systems, to maintain uninterrupted functionality and enhance operational efficiency.
- **Issue Escalation Management:** Identified and promptly escalated priority issues to the relevant department, facilitating swift resolution and mitigating potential disruptions to business operations, thereby maintaining service excellence and customer satisfaction.
- **Social Media and Customer Escalations Handling:** Managed escalations from social media platforms such as Facebook, Twitter, and Trustpilot, addressing customer concerns and resolving issues promptly to uphold the company's positive brand image and reputation.
- **Fraud Detection and Security Protocol Adherence:** Detected fraudulent payments, upheld security protocols using Samport and Bambora, enhancing transaction integrity and minimizing fraud risks.

### CUSTOMER SERVICE SANEF GROUPE

08/2008 - 04/2011,

Dublin, Ireland

- **Workflow Documentation and Knowledge Base Creation:** As part of the pilot batch, assumed responsibility for documenting workflow processes and creating a comprehensive knowledge base for auditing purposes, ensuring transparency and efficiency in operations.
- **Daily Data Bank Management:** Managed high-volume data bank files containing customer transactions on a daily basis, ensuring their accuracy and timely upload to the bank, thereby maintaining data integrity and reliability throughout the process.
- **Refund Preparation and Payment Processing:** Led refund preparation for customers and fleet accounts, ensuring accurate financial transactions and processing diverse payment methods in compliance with protocols.
- **Chargeback Handling and Payment Investigation:** Handled chargeback payments to the banks and conducted thorough investigations into delayed payments, non-payments, and other payment-related issues.

## CERTIFICATION

40 PDH Certification in IT Business Analyst | Institute i4 - IIBA Certification Programs

## EDUCATION

**Diploma in Hospitality Management**  
American Hotel & Lodging Association, Dublin, Ireland  
08/2004 - 08/2007

**Bachelor of Business Administration**  
Madurai Kamaraj University, Hyderabad, India  
06/2000 - 04/2003

## PERSONAL ATTRIBUTES

Intellectual Curiosity

Impeccable Analytical skills

Resilience and Persistence

Unwavering Professionalism