

Karthikraghavan

Data Analyst

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SKILLS

- **Languages** : Python, SQL
- **Data Analysis & Visualization** : Tableau, Excel, Data Analysis
- **Other Skills** : AWS, Azure

EXPERIENCE

Data Analyst

Jan 2023 - Mar 2024

Cognizant

- Conducted Data Analysis for Insurance Company and implemented efficiency improvements resulting in a **34% reduction in inflow-related issues** which saved **more than 50% of the time** for the technical teams.
- Connect Data using **Google BigQuery** and run basic **SQL** queries for analysis.
- Analyze **Time series Data** for week analysis and month analysis, based on the trend of the type of issues and provide consultation to the technical team.
- Use **Python** to manipulate data using **Jupyter Notebook** and prepare visualization using **Tableau**.
- Showcase the results of the analysis every week/month to stakeholders using **Tableau** Reports.

Cloud Engineer

Feb 2019 - Dec 2022

Cognizant

- Responsible for administration, monitoring and maintaining software architectures using AWS Services. Proactive Monitoring of Dashboards using **AWS CloudWatch**.
- Monitoring jobs using **AWS Batch**.
- Validate files received to **AWS S3 Buckets**.
- **Data Analysis** for Project Metrics using **Excel**.
- Analyzing Website errors using **AWS CloudWatch**.
- Create and send management reports (**Excel**) and presentations (**Powerpoint**).
- Test/Validation the working of website post sprint updates.
- Track and update issues in **Jira(ITSM)**.
- Perform Smoke Testing and Functional Testing post deployment.

Technical Support Engineer

Jun 2017 - Feb 2019

Cognizant

- Proactive Monitoring of infrastructure for insurance application and supportive services (Server - Windows/Linux and Networks).
- Proactive Monitoring of Application using **Splunk, Nagios** and **ELK** Dashboards.
- Sharing metrics and report to Leadership and Application Team.
- Assisted Web Hosting Deployments using **XLDeploy**.
- Track issues in **Service Now** and triage to next level team for further analysis.
- Report Automation to reduce human effort or avoid manual errors.
- Escalate issues to next level team often and when necessary for priority issues

ACHIEVEMENTS

- Portfolio Level Award for Customer Focus - Dec 2022
- Working as One - Oct 2022
- Always Striving, Never Setting - Dec 2021
- Always Striving, Never Settling - Sep 2021
- Working as One - May 2021
- Doing the right thing, the right way - Dec 2020
- Wheel of Wisdom - Mar 2019

EDUCATION

Scaler

2024

Specialized in Data Science & Machine Learning

Karpagam Academy of Higher Education

2017

B.Sc

CERTIFICATIONS

- Microsoft Certified: Azure Data Scientist Associate
- Microsoft Certified: Azure AI Fundamentals
- Oracle Cloud Infrastructure 2023 AI Certified Foundations Associate