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Professional Summary

- Having around 3+ years of experience as a Power BI Developer. worked in various Business domains Like IT / Telecom / ISP.
- **Cross-Functional Collaboration:** Worked closely with business stakeholders to gather requirements, design reports, and deliver actionable insights.
- **Data Integration:** Proficient in connecting Power BI to various data sources, including SQL databases, Excel, CSV, cloud services and APIs.
- **Data Transformation:** Experienced in using Power Query to clean, transform, and shape data from multiple sources.
- **Data Modeling:** Proficient in creating and managing data models, including relationships, calculated columns, and measures using DAX (Data Analysis Expressions).
- **DAX (Data Analysis Expressions):** Expertise in writing DAX formulas for calculated columns, measures, and tables to support advanced analytics.
- **Data Visualization:** Skilled in designing interactive and visually appealing dashboards and reports using Power BI's visualization tools (e.g., bar charts, line charts, maps, KPIs, etc.)
- **Power BI Service:** Knowledge of publishing, sharing, and managing reports on the Power BI Service, including setting up workspaces, dashboards, and data refreshes.
- **Row-Level Security (RLS):** Implemented row-level security to restrict data access based on user roles and permissions.
- **KPI Tracking:** Created real-time KPI dashboards to monitor customer satisfaction, and operational efficiency
- **Automation:** Automated data refresh schedules and report generation processes to reduce manual effort and improve efficiency.
- **Data Governance:** Ensured data accuracy and consistency by implementing data validation and governance practices.
- **SQL** - Proficient in writing basic SQL queries to retrieve, filter, and sort data from relational databases.
- Experience with SELECT, INSERT, UPDATE, and DELETE statements for data manipulation.
- Familiar with WHERE, ORDER BY, GROUP BY, and HAVING clauses for data filtering and aggregation.
- Knowledge of JOINS (INNER, LEFT, RIGHT, FULL) to combine data from multiple tables.
- Understanding of database concepts such as tables, schemas, primary keys, and foreign keys.
- Basic knowledge of aggregate functions (COUNT, SUM, AVG, MIN, MAX) for data analysis.
- Exposure to database management systems (DBMS) like SQL Server.
- Familiarity with creating and modifying database tables using CREATE, ALTER, and DROP statements.
- Performed data cleaning and validation using SQL to ensure data accuracy and consistency.
- Ability to work collaboratively in a team environment to achieve project goals.

EDUCATIONAL QUALIFICATION:

- Diploma, Electrical - Institute of Management & Engineering studies (2014)

SOFTWARE / TECHNICAL SKILLS:

- Reporting Tool : Microsoft Power BI
- BI Skills : Power Query, Power Maps, DAX queries.
- Databases : SQL Server

Professional Experience:

Working as a Power BI developer at Atria Convergence Technologies,
From Sep 2021 to as on date

Projects Handled:**Project - #1**

- Project : High Fault rate analysis
- Role : Power BI Developer
- Team Size : 3
- Client : ACT
- Environment : Power BI Desktop, Power BI Service, Microsoft, SQL Server & Excel

Description:

ACT (Atria Convergence Technologies Ltd.) was born out of a vision to become the most admired in-the-home entertainment, education and interactive services company that creates radical social transformation, and delights and empowers customers. One of the country's most renowned cable and broadband company, bringing state-of the art services to 2 million happy homes all over India.

Roles & Responsibilities:

- Interacting with all related cross function heads in reviewing the business requirements and noting down all required KPIs
- Analysing the requirements got from the business team.
- Imported data from SQL Server DB to Power BI for generating the reports.
- Cleaning the data in Power Query & saving to power app
- Created Dax Queries to generated computed columns in Power BI.
- Used Power BI, Power Pivot to develop data analysis, and used Power View and Power Map to visualize reports

- Published Power BI Reports in the required originations and Made Power BI Dashboards available in Web clients
- Explore data in a Variety of ways and across multiple visualizations using Power BI
- Used Power BI Gateways to keep the dashboards and reports up to date.
- Published reports and dashboards using Power BI.
- Design and develop of reporting data module for High fault rate analysis
- Creating Row level security with power bi and integration with power bi service portal.
- Developed high fault rate clusters analysis and dashboards by plan and customers wise
- Worked on all types of transformations that are available in Power bi query editor
- Scheduled Automatic refresh and scheduling refresh in power bi service
- By analysing the given dashboards business has improved on high fault rate issue
- Preparing the top 5 and bottom 5 high fault rate clusters for better understanding
- Preparing the category/executive wise impacting high fault rate clusters
- Interacting with business team for any correction or modification needed in the current dashboards/reports.

Project - #2

- Project : Sales Login vs Activation analysis trend
- Role : Power BI Developer
- Team size : 3
- Client : ACT
- Environment : Power BI Desktop, Power BI Service, Microsoft, SQL Server & Excel

Roles & Responsibilities:

- Interacting with related cross function heads in reviewing the business requirements and noting down all required KPIs
- Analysing the requirements got from the business team.
- Imported data from SQL Server DB to Power BI for generating the reports.
- Cleaning the data in Power Query & saving to power app
- Created Dax Queries to generated computed columns in Power BI.
- Used Power BI, Power Pivot to develop data analysis, and used Power View and Power Map to visualize reports
- Published Power BI Reports in the required originations and Made Power BI Dashboards available in Web clients
- Explore data in a Variety of ways and across multiple visualizations using Power BI
- Used Power BI Gateways to keep the dashboards and reports up to date.
- Published reports and dashboards using Power BI.
- Design and developing of reporting data module for Sales analysis
- Creating Row level security with power bi and integration with power bi service portal.
- Developed Sales vs Activation analysis and dashboards by product and customers wise
- Worked on all types of transformations that are available in Power bi query editor
- Scheduled Automatic refresh and scheduling refresh in power bi service
- By analysing the given dashboards business has taken action and improved on delay in activation issue
- Analysing & preparing the dashboards on delay in activation trend vs sales if any issues
- Analysing & preparing dashboards on product wise impacting delay in activation trend
- Interacting with business team for any correction or modification needed in the current dashboards/reports.

Project - #3

- Project : Activation vs GIS updation analysis
- Role : Power BI Developer
- Team size : 3
- Client : ACT
- Environment: Power BI Desktop, Power BI Service, Microsoft, SQL Server & Excel

Roles & Responsibilities:

- Interacting with related cross function heads in reviewing the business requirements and noting down all required KPIs
- Analysing the requirements got from the business team.
- Imported data from SQL Server DB to Power BI for generating the reports.
- Cleaning the data in Power Query & saving to power app
- Created Dax Queries to generated computed columns in Power BI.
- Used Power BI, Power Pivot to develop data analysis, and used Power View and Power Map to visualize reports
- Published Power BI Reports in the required originations and Made Power BI Dashboards available in Web clients
- Explore data in a Variety of ways and across multiple visualizations using Power BI
- Used Power BI Gateways to keep the dashboards and reports up to date.
- Published reports and dashboards using Power BI
- Creating Row level security with power bi and integration with power bi service portal.
- Developed Activation vs GIS updation analysis and dashboards
- Worked on all types of transformations that are available in Power bi query editor
- Scheduled Automatic refresh and scheduling refresh in power bi service
- By analysing the given dashboards business has taken action and improved on updation on all activated customers in GIS application
- Analysing & preparing the dashboards on delay in updation on GIS application
- Analysing & preparing dashboards on cluster/areas impacting delay in GIS updation
- Interacting with business team for any correction or modification needed in the current dashboards/reports

Team Leader - Service Deliver - Quality Audit

ACT I Atria convergence technologies - 2018 - 2021

Roles & Responsibilities:

- Customer Centric - Delivering Exceptional Service to Customer is prime agenda of self and my under team
- Knowing the customer requirements and working on that for resolving at the earliest
- Coordinated with cross functions if any issues related Network element
- Responsible for quality of all network elements in the field Auditing & highlighting of all elements which are pertaining high fault rate
- Interacting with related cross function heads in reviewing the business requirements
- Auditing of repeat customer complaint and highlighting the issues to SD team for permanent resolution
- Auditing and highlighting of senior elements issues which are going down repeatedly for permanent resolution
- Auditing the material consumption of all cross functions like Reach/NM/PM/FR/DP/Community
- Connecting weekly once with cross function teams and presenting audit findings in audit meeting
- Responsible for rehabbing/cleaning the network elements proactively which is in worst condition for better customer service
- Handled a total number of 12 Field Network engineers
- Motivating all team members and getting good productivity from team
- Building a trust worthy environment in the team members
- Monthly once hangout with team for snacks with chit chat & 6 months once Lunch/Dinner hangout

Team Leader - Service Delivery

Bharti Airtel Ltd | 2009 - 2017

Roles & Responsibilities:

- Customer centric Delivering Customer service at committed time and making customer happy
- Responsible for installing/providing broadband connection within 24hrs of booking the CAF by customer
- Preparing pendency daily morning and working on workable cases and assigning to my team members
- Connecting daily with cross function teams for non workable issue cases resolution to deliver faster service to customers
- Quarterly ones Periodic Health check up of all network elements installed in the field
- Analysis of the faults, to encounter the cause of faults Root causes analysis(RCA)
- Visiting random customers place for audit of quality of installation and material used and getting customer feedback
- Conducting gate meeting with team members setting clear Goals/KRA and updating on KRA achievements
- Handled a total number of 18 Field Network engineers
- Motivating all team members and getting good productivity from team
- Building a trust worthy environment in the team members
- Monthly once hangout with team for snacks & 6 months once Lunch/Dinner hangout

PROJECTS - Service delivery

SAP application for service delivery - 2020 - 2022

- UAT to Roll out to user end
- working with TCS partner for designing SAP application as per our requirement user friendly
- UAT of modules delivered by TCS partner
- Highlighting of bugs & follow up for resolution
- After roll out support for all SAP application related queries for approx. 4100 users from pan india

Pan india Group level UG links Monitoring project - 2019 - 2020

- Started project for monitoring of all under ground cables links through NMS
- Coordinating with UG operations / UG deployment team for UG route rectification
- Prior updating in NMS checking all parameters
- checking Sample cores OTDR trace for all laid UG cables
- Flashing the report daily Links added in NMS & links down status for rectification
- Connecting weekly once with all city UG teams for rectification of down links

SKILLS

- Strong organizational and time- management skills
- Good communication and interpersonal skills
- Ability to work independently and as part of a team,
- Detail-oriented and able to handle multiple tasks simultaneously
- Quick learner/team player
- Power point PPTs presentation, Advance Excel, MS word