

# LOKESH KUMAR N

Business Analyst | Data Analyst | Process Improvement |  
Power BI | SQL | Data-Driven Decision Making

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Location: Bengaluru, India

## SUMMARY

Business Analyst and Data Analyst with 1.6 years of experience in requirements gathering, business process analysis, ERP customization, and data-driven reporting. Experienced in working on multiple business and analytics projects, translating business needs into functional and technical specifications, and supporting solution delivery using Agile and Waterfall methodologies. Strong exposure to Power BI, SQL, and Excel for building dashboards and reports, with hands-on experience integrating ERP, CRM, and marketing data to support decision-making and process improvement.

## WORK EXPERIENCE

### Business Analyst

Feb 2024 - Present

#### Avoor Networks Pvt. Ltd., Bengaluru

- Worked on 7+ business and technology projects, gathering, documenting, and analyzing business requirements to understand workflows, reporting needs, and objectives.
- Translated business requirements into functional and technical specifications, supporting system design, customization, and implementation.
- Acted as a Business Analyst for ERP-related initiatives, gathering requirements and coordinating with developers to support workflow customization.
- Analyzed ERP processes covering CRM, real-time attendance tracking, time-off management, and internal operations.
- Conducted gap analysis and process analysis to identify automation opportunities and operational improvements.
- Designed and maintained near real-time dashboards using Power BI and Excel, integrating data from ERP, CRM, and digital marketing platforms (Meta Ads, Google Ads).
- Developed business and performance reports to track lead generation, marketing performance, workforce metrics, and key KPIs.
- Connected ERP databases (PostgreSQL) to Power BI, supporting data extraction, transformation, and reporting accuracy.
- Collaborated with cross-functional teams (business, technical, operations) to deliver business solutions.
- Supported project delivery using Agile and Waterfall methodologies, coordinating requirements, tasks, and deliverables across teams.

### Data Analyst Intern

Aug 2024 - Feb 2025

#### Hinisys Software Ltd., Chennai

- Analyzed large datasets using Python, SQL, and Excel to extract meaningful insights and support business objectives.
- Built interactive and automated Power BI dashboards for monthly, forecast, and ad-hoc reporting.
- Designed and worked with scalable data models to support reporting and analytical requirements.
- Developed KPIs, metrics, and scorecards to track business and operational performance.
- Collaborated with stakeholders to understand reporting needs and deliver actionable insights.
- Supported management reviews by providing analytical reports and visualizations.
- Recognized as Intern of the Month for delivering impactful analytics solutions.

## TECHNICAL SKILLS & TOOLS

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- **Programming & Querying:** Python, SQL
- **Data Visualization & BI:** Power BI, Dashboard Design, KPI Reporting
- **Analytics & Data Concepts:** Basic Statistics, Data Modeling, Data Validation, Data Quality Checks
- **Business Analysis:** Requirement Gathering (BRD, FRD), Stakeholder Analysis, Business Documentation
- **Agile & Delivery Tools:** Agile & Scrum Methodologies, Waterfall Fundamentals
- **Productivity Tools:** Microsoft Excel (Power Query), Odoo ERP (Business Requirements & Reporting)

## EDUCATION

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**Master of Science (M.Sc) – Data Analytics | CGPA: 8.63 / 10**

2023 - 2025

Sri Ramachandra Faculty of Engineering & Technology

**BCA - Bachelor's of Computer Application | CGPA: 7.23 / 10**

2020 - 2023

SRM Arts and Science College - [SRMASC]

## ACHIEVEMENTS

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- **Best Employee of the Month (3x)** – Avoor Networks Pvt Ltd: Recognized for consistent high performance in delivering Zoom Phone cloud telephony solutions, including call routing, IVR, call queues, call monitoring, analytics, and enterprise PBX migration.
- **Industry Events & ERP Exposure:** Represented Avoor Networks Pvt Ltd at Bengaluru Tech Summit 2025 and participated in Odoo Business Show, engaging with business leaders on cloud communication, ERP-driven processes, and enterprise solution adoption.
- **Intern of the Month** – Hinisys Software Ltd: Recognized for outstanding performance in data analysis, Power BI dashboard development, and delivering actionable insights that supported management decision-making.

## CERTIFICATIONS

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- Business Analysis Fundamentals – **IIBA Endorsed**
- Python for Data Science, AI & Development – **IBM**
- **ZTSA – Zoom Contact Center & ZDA – Zoom Phone Deployment Advanced**

## ADDITIONAL INFORMATION

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- **Languages:** English (Professional), Tamil (Native), Telugu (Conversational)
- **Collaboration Tools:** Google Meet, Microsoft Teams, Zoom
- **Native Location:** Chennai