

Ashwin Balakrishnan

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Portfolio: <https://dataexplorerashwin.github.io/Portfolio/>

Professional Summary

I am currently working at Cognizant with over 6 years of experience in the organization and hold a B.Tech degree in Information Technology. I have a total of 7+ years of experience in the IT industry, specializing in data analytics, process mining and automation. My expertise includes tools such as Power BI, SQL, Kibana, Airflow, and Jira. I have successfully delivered data-driven insights and process optimization solutions for clients including Microsoft Bing, AXA Insurance, Discover Bank, and US Bank, contributing to improved efficiency and business performance.

Professional Experience

Operations Associate | Solartis Technology Services and Private Limited

May 2018 - Mar 2019 / Madurai

- Managed insurance endorsement processes for All Risks client.
- Created pre-renewal summaries, constructed proposals, prepared policies for delivery, issued certificates of insurance and processed final audits.

Automation Test Engineer | Cognizant Technology Services

Sep 2019 - May 2022 / Chennai

- Managed batch processes, resolved Autosys job failures and supported UAT environments using SQL, Unix, and Jenkins.
- Handled pre-batch validation, post-batch activities, batch job monitoring and alert management.
- Ensured SLA compliance by resolving job failures and minimizing downtime.

Data Analyst | Cognizant Technology Services

Jun 2022 - Jul 2024 / Bangalore

- Diagnosed systemic issues in Microsoft Ads and engaged engineering teams for resolution.
- Provided insights on Bing Ads KPIs to stakeholders and built Power BI dashboards for campaign analysis.

Data Analyst | Cognizant Technology Services

Aug 2024 - Dec 2024 / Bangalore

- Presented process mining insights to AXA stakeholders and developed KPIs and process maps using Power Automate Process Mining.
- Performed root cause analysis and helped optimize team performance.

Data Analyst | Cognizant Technology Services

Jan 2025 - Feb 2025 / Bangalore

- Improved customer acquisition for a fiber optic provider using synthetic datasets from LLMs.
- Built Power BI dashboards to identify bottlenecks and model workflows for optimization.

Data Analyst | Cognizant Technology Services

Feb 2025 - Jun 2025 / Bangalore

- Supported Microsoft projects using Power Automate Process Mining and Power BI.
- Analyzed workshop and claims datasets to uncover inefficiencies and enhance process efficiency.

AI Engineer | Cognizant Technology Services

Jul 2025 - Present / Bangalore

- Ensured reliability and performance of client AI models using Kibana, Airflow, Power BI and Jira.
- Reviewed statistical reports to assess system health and stability.

Education

Bachelor of Technology in Information Technology

KLN College of Information Technology | Sivagangai | 2018

GPA: 6.58

Skills

Intermediate: SQL, Power BI, Excel, Process Mining (PAPM), Python, Airflow, Kibana, Tableau

Beginner: Power Automate, Finacle, Unix, Celonis,