Rudra Dev

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Detail oriented analyst with experience in LMS, operations support, reporting and internal client services. Strong background in Excel based reports, LMS Admin work, ticket handling, and process coordination in global enterprise environments.
Ability to manage inter team co ordination, ensuring data accuracy and support operations.

Technical Skills

Microsoft Excel (Sorting, Filtering, Lookups, Pivot Tables)

Ticket Handling & Case Management

Stakeholder communication across technical and business teams

SQL (analytical queries, CTEs)

Power BI, Tableau (executive reporting)

Excel, Power Query, Google Sheets

Certifications

- Hacker Rank Advanced - SQL
- Excel: Mother of Business Intelligence
- Power BI: Data Analytics for All levels

Education

BCA – REVA University, Bengaluru | 2021 – 2024

MCA (Data Analytics)– Jain University | 2024 - 2026(Expected)

Experience

Senior Technician | Dell Technologies – Bengaluru   **Jul 2024 – Jan 2026**

- Collaborated with reporting analysts and data engineering teams to support, maintain, and enhance Power BI dashboards used for operational and performance tracking across support workflows.
- Enabled a **10% improvement in reporting turnaround and submission efficiency** by aligning metric definitions, data models, and dashboard logic with product and operations teams.
- Utilized internal learning platforms (SABA Cloud) and self-driven learning to **upskill in analytics tools, reporting methodologies, and AI fundamentals** relevant to operational analytics.

Business Analytics Intern | REVA Academy for Corporate Excellence – Bengaluru   **Sep 2022 – Jun 2024**

- Cleaned and modeled **20+ datasets** using Excel, Power Query, and SQL to support analytics case studies and improve lesson structure.
- Coordinated learning activities for **multiple student cohorts**, identifying engagement gaps and iterating delivery methods based on feedback. Performed Admin tasks in RACE LMS
- Created and standardized **SOPs for classroom and subject workflows**, improving consistency and reducing ad-hoc dependency on faculty.

Projects

Business 360 - Brick & mortar and e-commerce [Power BI | SQL | Excel | Dax Studio]

- Integrated data from **4+ business functions** (Finance, Sales, Marketing, Supply Chain) across **multiple regions** to support cross-functional decision-making.
- Practiced performance optimization with DAX Studio, improving dashboard speed by 10%.
- Analyzed large-scale datasets covering the EMEA, APAC, LATAM, and North America (NA) regions to identify regional sales challenges and performance trends.

Sales & Finance Analytics Project - AtliQ Hardware - Comparison Report [Excel]

- Used Power Query in cleaning, transforming, and loading (ETL) raw sales data efficiently.
- Created DAX measures to calculate year-over-year (YoY) growth and other key metrics.
- Analyzed sales performance for over 50 customers, identifying top performers and growth trends.