

Girish Malavalli Chandrashekara (Stamp 1 G)

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Technical Business Analyst

Dedicated and experienced **Technical Business Analyst** with a 3-years robust background in technology consulting. I bring proficiency supported by an MSc in Business Analytics, complemented by a solid technical foundation obtained through a B.E. in Information Science and Engineering. Proficient in translating business goals into effective technical solutions, cultivating strong client relationships, and actively contributing to business growth through adept proposal development. Demonstrated ability to analyse complex issues and provide innovative insights, aimed at driving value and enhancing operational efficiency. Eagerly seeking a challenging role at EY to apply my skills and expertise within a dynamic team.

TECHNICAL SKILLS

- **Data Analysis:** Data cleaning, preprocessing, statistical analysis.
- **Programming:** Python, R, C, C++, Java, C#, XML, HTML, CSS, PHP, ML, HTTPS, JSON.
- **Database and Tools:** Tableau, Power BI, SQL, MySQL, Oracle, SSRS, SSIS, MySQL, NoSQL, SQL Server, Shell Scripting, SDLC, Advance RapidMiner, Microsoft Azure Data Factory, Apache Airflow, Azure Synapse, Azure Databricks, Azure Basics, ETL, Hadoop.
- **Operating system & tools:** Linux, Windows, Mac, Microsoft, Atlassian, Git, Figma, Tableau, Nginx, Jupyter, Tableau, Ansible, Jira, AWS Basics, Xshell, JBoss, Tomcat, Eclipse, SoapUI, WinSCP, Middleware Applications, Draw.io, Lucid chart, CorelDraw.

PROFESSIONAL EXPERIENCE

Tech Mahindra, Pune

May 2021 - July 2022

Projects: TalkTalk and British Telecom

Business Data Analyst

- **Collaborated with a diverse group of 4-5 IT/Telecom clients** to understand their business goals and priorities, translating them into comprehensive requirements and transforming them into key technical business artifacts.
- **Contributed to the success of Business proposals within the Ofcom/Telecom sector**, playing a pivotal role in the growth of the business by showcasing the ability to understand and address clients' complex needs, focusing on porting and network issues.
- **Implemented innovative solutions** that resulted in a 25% increase in operational efficiency for clients seeking to develop their change agenda.
- **Maintained a 100% accuracy rate** in gathering, defining, and documenting business and solution requirements for the enhancement, replacement, or introduction of IT systems.
- **Successfully implemented 3 workaround systems, managing the execution of 15 test plans**, resulting in a 25% improvement in system reliability and user satisfaction.
- **Directed root cause analysis** and proposed fixes for issues and provided technical support to issues and errors which reduced data discrepancies by 10%.
- **Led and actively participated in 3-projects**, optimizing project management workflows with **ERP systems**. Ensured effective delivery, streamlining processes for a notable 20% enhancement in project timelines.
- **Mentored and trained junior Analysts**, enhancing their proficiency in BI tools and technologies. This resulted in a 30% improvement in their system utilization efficiency and effectiveness.
- **Created and presented reports using Power BI**, reducing report creation time by 30% for quick client reviews.
- **Troubleshoot BI tools and provided timely resolutions to issues**, minimizing downtime by 90%.
- **Performed 20+ ad-hoc data analyses**, delivering timely insights and solutions. Achieved a 30% reduction in decision-making time, contributing to a 15% increase in operational efficiency.
- **Utilized SQL for database querying and MYSQL** for data manipulation, increasing data processing speed by 10% and improving data accuracy by 99%.

- **Received client appreciation for maintaining a 98% accuracy rate**, significantly improving efficiency in data analysis and root cause analysis. Implemented effective workarounds and fixes, contributing to a **98% client satisfaction rate**.
- Demonstrated **high proficiency in Microsoft Office applications**, enhancing data handling efficiency by 20% and documentation accuracy by 15%.
- **Engaged in Agile project management using the Sprint methodology**, this collaborative approach ameliorates the team's ability to respond to changing requirements and meet pressurized SLAs.

Junior Business Data Analyst

December 2019 - May 2021

- Integral part of EDB **Data Quality team (Compliance)**, maintaining 98%+ data accuracy via regular checks, and **data audits**, improved EDB reliability for Telecom clients.
- **Implemented automated solutions** that resulted in a 20% improvement in operating processes.
- **Contributed to the successful implementation of new systems**, ensuring a 95% user satisfaction rate.
- Proactively **identified and resolved 100 minor application issues**, ensuring a seamless user experience, and minimizing downtime.
- Produced and **maintained reports in Power BI**, contributing to a 30% increase in data accessibility and user engagement.
- Built and **maintained positive relationships with stakeholders and data suppliers**, fostering cooperation and enhancing data quality, leading to a 30% increase in data completeness and a 20% reduction in data errors.
- Co-ordinated in **SCRUM** meetings, and embraced **Agile** methodology, which resulted in on-time project delivery.
- **Attained promotion** to the role of **Business Data Analyst** within an impressive 1-year timeframe.

Skills: Business analysis, client relationships, proposals, presentations, analytical skills, problem-solving, technology, innovative solutions, communication skills, interpersonal skills, project lifecycle, analysis, SQL Queries, Power BI Dashboards, ERP, consulting, recommendations, technology concepts, cloud, databases, Business Intelligence, software development, integration

- Proficient in SQL, adept at crafting efficient queries across multiple tables and subqueries.
- Contributed to the development of robust policies and procedures, governing the use and administration of systems.
- Strong communicator with a track record of effectively liaising with stakeholders across diverse levels and disciplines.
- Adept at providing technical support, ensuring seamless system functionality and user satisfaction.
- Skilled in conducting user training sessions to empower individuals with effective utilization of systems and tools.
- Demonstrated expertise in creating impactful reports and dashboards, leveraging tools like Power BI and Tableau.
- Excellent analytical, problem-solving, critical thinking abilities and Exceptional attention to detail.
- Relationship building with clients and peers.
- Familiarity with ERP, ensuring effective project management.
- High proficiency in Microsoft Office applications, utilizing them for efficient data handling and documentation.
- Experience in Waterfall and/or Agile methodologies.



EDUCATION

Master's in Science Business Analytics.

September 2022 – June 2023

University of Galway, Galway, Ireland.

Result-2:1

Project: Analysis of the Patient Journey in the Cancer Ward, University Hospital Galway. - Conducted data analysis and predictive modelling to optimize the patient journey.

Bachelor of Engineering, Information Science and Engineering.

August 2015 – June 2019

SJBIT, Bangalore, India.

Result-2:1

Project: Virtual Talking System for Deaf and Mute Individuals - Developed a communication solution using hardware and software integration.



INTERESTS AND ACHIEVEMENTS

- Recognized by the **Dance Society**, **India Society**, and **Literature** and debate society at the University of Galway for outstanding achievements and received an award.
 - **Volunteered for Josh** (Techno, cultural, charity, and sports event forum) at Tech Mahindra.
 - Earned "**Pat on the Back**" and "**Spot the Employee**" awards at Tech Mahindra.
 - Trained in Indian classical and Bollywood dance forms.
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