PRUDHVI KADAMUTHURI

Data Analyst

📞 +61 472 632 668   ✉ pkadamuthuri@yahoo.com   📍 Melbourne, Victoria

PROFESSIONAL SUMMARY

Emerging Data and Operations Analyst with a strong conceptual foundation in data analysis, operational reporting, and business performance metrics. Seeking a supervised workplace-based training opportunity to formally develop advanced technical skills in SQL, Python, data modelling, and analytics frameworks aligned with Australian industry standards.

My career objective is to gain globally transferable analytics expertise through structured training and apply these skills across international and home-country markets.

EDUCATION

RMIT University — Melbourne, Victoria

Master of Analytics

- Postgraduate qualification focused on data analysis, statistical techniques, and data visualisation.
- The program included applied coursework and projects supporting structured workplace training and supervised skill development in analytics and reporting functions.

Osmania University, India

Bachelor of Electronics and Communication Engineering

- Undergraduate qualification covering electronics systems, communication networks, and digital signal fundamentals.
- The program included coursework in programming, data processing, and systems analysis.
- This academic foundation supports structured workplace training and supervised skill development in data, analytics, and technology-enabled operational roles.

WORK EXPERIENCE

AGL PTY LTD | Mar 2024 – Present

Operational Analyst

- Support analysis of operational performance data across customer solutions, contact centres, billing, and service operations to assist data-driven decision-making.
- Develop and maintain dashboards and reports using Power BI, Excel, and SQL to monitor key performance indicators and service-level metrics.
- Assist in identifying process improvement opportunities through data analysis, trend review, and root cause analysis under the guidance of senior stakeholders.
- Contribute to customer experience analysis, including NPS, CSAT, AHT, FCR, and customer journey metrics.
- Participate in report automation, data validation, and continuous improvement activities aligned with Lean and structured operational practices.

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WORK EXPERIENCE

Probe CX| March to Sep-2023

Workforce Analyst

- Supported workforce forecasting and capacity planning activities using historical data and trend analysis.
- Assisted in the preparation of staffing models, schedules, and operational reports to support service delivery requirements.
- Contributed to daily, weekly, and monthly workforce performance reporting, including analysis of volumes, staffing, and adherence metrics.
- Collaborated with operations and team leaders to align workforce plans with business needs and training objectives.
- Participated in data validation, reporting accuracy checks, and continuous improvement activities within workforce management processes.

Stride Mental Health| Mar – Aug 2022

Data Analyst Intern

- Supported the analytics team in analysing data related to NDIS participants, services, and program delivery.
- Assisted with data collection, cleaning, validation, and basic quality checks to ensure accuracy and consistency.
- Conducted exploratory data analysis and prepared reports and dashboards using Tableau to support operational review.
- Contributed to monitoring service utilisation and outcomes to assist teams in identifying areas for improvement.
- Participated in documentation and reporting activities as part of structured, supervised analytics work.

Certifications

- SQL (Advanced) Certificate — HackerRank January 2024
- Data Analysis Fundamentals, IBM – Issued Jun 2022
- RMIT-SAS Academic Specialisation in Advanced Analytics, SAS – Issued Jun 2022

CORE SKILLS

- Statistical Data Analysis & Modeling
- Dashboard Development & Reporting
- Data Cleaning, Validation & Quality Assurance
- Forecasting & Capacity Planning
- Process Improvement Support
- Operational & Workforce Analytics
- Data Analysis & Visualization (SQL, Python, Power BI)
- Stakeholder Management
- Forecasting & Capacity Planning