POOJA T K

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PROFILE SUMMARY

Data Analyst with **3 years of total experience**, including **1 year in Data Analytics** and **2 years in Mainframe SQL & Scheduling tools**. Strong in **SQL, Python, data analysis, data cleaning, and reporting**, with hands-on experience in **EDA, dashboards, and automation**. Currently expanding expertise in Data Science and Machine Learning to support advanced analytical roles. With working knowledge of **machine learning models, statistics, and cloud fundamentals**. Proven ability to turn raw data into actionable business insights.

TECHNICAL SKILLS

Programming: **Python, SQL**
Data Analysis: **Pandas, NumPy, EDA, Data Cleaning**
Visualization: **Power BI, Matplotlib, Seaborn**
Machine Learning: **Linear Regression, Logistic Regression, Decision Trees, Random Forest, KNN, Model Evaluation**
Databases: **MySQL, PostgreSQL**
Mainframe Tools: **Control-M, CA-7, ZEKE, ZENA, JCL**
Cloud & Tools: **AWS**
Statistics**: Probability, Hypothesis Testing, Descriptive Statistics**
Software Tools: **Excel, GitHub, Jupyter Notebook**

PROJECT EXPERIENCES

DXC TECHNOLOGY,
Analyst II Infrastructure Service Engineer

Data analyst   **2025 – Present | 1 Year**

- Analysed large datasets using SQL and Python to identify trends, patterns, and business insights.
- Performed data cleaning, preprocessing, and EDA to improve data quality and model readiness.
- Built interactive dashboards in Power BI reducing manual reporting effort by 30%.
- Collaborated with stakeholders to translate business requirements into analytical solutions.
- Automated recurring reports using Python & SQL, improving delivery timelines.

Mainframe Support Analyst   **2022 – 2024 | 2 Years**

- Worked extensively with DB2 SQL to extract, validate, and reconcile large enterprise datasets.
- Monitored and managed batch jobs using Scheduling tools Control-M, CA-7, ZEKE, ZENA ensuring SLA compliance.
- Performed root cause analysis on job failures and data discrepancies.
- Supported data pipelines feeding downstream analytics and reporting systems.
- Optimized SQL queries, improving batch performance and reducing execution time.
- Performed job restarts, abend analysis, and escalations to ensure SLA adherence.
- Coordinated with application and infrastructure teams during deployments and outages.
- Created and maintained job schedules, calendars, and dependencies.

Telco Customer Churn Prediction & Retention Analysis _____ Data Science / ML

- Developed a **Telco Customer Churn prediction model** using Python and Scikit-learn to identify high-risk customers
- Conducted **EDA and feature engineering** to uncover churn patterns across tenure, pricing, and contract types
- Applied classification algorithms and evaluated models using Accuracy, Precision, Recall, F1-Score, ROC-AUC
- Addressed class imbalance using resampling techniques (SMOTE / class weights)
- Interpreted model results to align technical outputs with business impact.

Customer Shopping Data Analysis_____ Power BI project:

- Built **interactive Power BI dashboards** to analyse customer purchasing behaviours, sales trends, and category-wise performance
- Performed **data cleaning and transformation using Power Query (M)** and designed an optimized **star schema data model**
- Developed **DAX measures** for KPIs such as Total Sales, Average Order Value, and Customer Count to support business decisions
- Delivered **actionable insights on customer segmentation and retention**, enabling data-driven marketing and sales strategies

Customer Segmentation & Retention Dashboard_____ Power BI project:

- Developed a Power BI Customer Segmentation & Retention Dashboard using RFM analysis to classify customers into high-value, loyal, and at-risk segments
- Implemented cohort analysis and churn tracking with interactive visuals to monitor retention trends and identify key drivers of customer attrition.
- Created actionable insights through KPIs, drill-down reports, and DAX-based calculations, enabling targeted marketing strategies and improved customer lifetime value.

CERTIFICATIONS

- IBM Data Science Professional Certificate-Coursera
- Kaggle Micro-Courses: Python, Pandas, Data Visualization, Intro to ML
- Power BI Certification – Great Learning

EDUCATION

Bachelor of Engineering (B.E.) – Electronics and Communication Engineering
Visvesvaraya Technological University / Dayanand Sagar Academy of Technology & Management
05/2022