Pranav Chandra

+91 9912291166 • pranavchandra1120@gmail.com • [LinkedIn](#) • [GitHub](#) • 4.6 Years of Experience

Highly analytical Business Analyst with 4.6 years of experience, specializing in data-driven solutions for business optimization. Proven ability to develop user-friendly applications and leverage data, statistics and machine learning to enhance decision-making with a strong focus on conversational AI domain and financial analytics.

SKILLS & EXPERTISE

- **Database & Programming:** SQL, Python
- **Data Analysis & Visualization**: Pandas, NumPy, Sci-kit Learn, Tableau
- **Statistics:** Regression Analysis, Hypothesis Testing, Time Series Forecasting, Predictive Modelling, A/B Testing, Root Cause Analysis
- **Machine Learning:** Supervised and Unsupervised Learning Algorithms, Natural Language Processing
- **Others:** Requirement Gathering, Stakeholder Management, Cross-functional Collaboration, Analytical Thinking, Problem Solving, Business Analysis & Strategy

PROFESSIONAL EXPERIENCE

Bell Integration   **Hyderabad, India**
Technical Business Analyst   **Sept 2024 – Present**
- Developed a user-friendly application to predict monthly steel prices using the **ARIMA** forecasting model achieving a **MAPE** score of **0.38** which significantly improved the ability to anticipate market fluctuations enabling more informed decision making about inventory management and pricing strategies.
- Initiated analytics strategy to follow in every conversation AI project by building **KPIs** like intent coverage, misrecognized queries, session drop offs and completion rates to fine tune **the NLP model** and **optimize** conversational flows.
- Achieved **90th percentile** in **Financial Analytics** by building a **portfolio optimization model** for asset recommendations using modern portfolio theory and statistical analysis to reduce risk and a **10% increase in client satisfaction ratings**
- Actively working on Digital **AI Agent** which does the task of a Windows engineer, in this, there was a scope to build the **visualizations** to track the success rate, intent completion rate, intent initiation rate etc which help to analyse the **performance** and enhance the agent with more **data.**

Infor   **Hyderabad, India**
Dev Business Analyst   **Feb 2024 - Aug 2024**
- Developed a clear understanding of the different modules of the product called Work Force Management (WFM), leveraged it to identify and act upon existing **Gaps and Opportunities for enhancements**
- Transformed complex data analyses into concise and engaging presentations, bridging the gap between **data and business strategy** for clients.
- Actively involved **product strategy** and **product roadmap** with Product Managers, fellow business analysts and UI/UX designers.
- Fetch data according to the use case around employee history and property changes using **SQL** in **DBeaver** to get an insight into employee details and workflow.

KORE.AI   **Hyderabad, India**
Business Analyst   **Aug 2019 - OCT 2022**
- Reduced **project implementation time by 30%** through effective requirement gathering and aligning business objectives with data-driven solutions
- Reduced **report generation time by 20%** by incorporating **Tableau & SQL**, enabling real-time access to key metrics and faster decision-making
- Worked cross-functionally to showcase an analytics dashboard, powered by chatbot chat history, simplifying **stakeholder understanding** of platform features and metrics
- Applied **data analysis**, utilizing **statistical tests (hypothesis testing, regression)** and **visualizations (histograms, time series plots)** to reveal correlations, outliers, and emerging trends, helping clients gain insights into their complex problems
- Excelled in building effective client relationships and facilitating collaboration with internal teams, resulting in a **25% increase in cross-functional teamwork efficiency** and a **10% improvement in client feedback ratings**, driving successful project outcomes.

EDUCATION

INDIAN SCHOOL OF BUSINESS   **Hyderabad, India**
Advanced Management Programme in Business Analytics   **Oct 2022 - Feb 2024**

CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY   **Hyderabad, India**
M. Tech Computer Science & Engineering   **May 2017 - Jun 2019**