

Prem M

📍 Salem, Tamilnadu ✉ premmurugan32@gmail.com ☎ +91 7539909156 🌐 in/premmurugann 🏠 github.com/PremM2

SUMMARY

Analytical Business Analyst with 1 year of professional experience and 1+ year of hands-on project work, totaling 2 years of analytics exposure. Skilled in SQL, Python, Tableau, and experimentation (A/B testing), with a proven record of automating reporting, creating analytical dashboards, and driving customer experience improvements. Experienced in collaborating cross-functionally to deliver data solutions and support global-scale operations.

EXPERIENCE

Business Analyst

Amazon

June 2024 - July 2024, Bangalore

- Executed **SQL queries to extract operational data**, enhancing **delivery monitoring strategies** for Extra Large Product (XLP) shipments.
- **Automated 3+ reports**, reducing **manual effort** for 5+ regional managers and **improving response time by 40%**.
- Led **cross-functional coordination** between Amazon and 2 **external stakeholders**, ensuring **seamless data workflows** and improving **operational efficiency**.
- Developed **ad-hoc reports** to analyze **logistics trends** and identify **key performance indicators (KPIs)** for better **operational risk management**.

Quality Analyst - Abuse Prevention

Amazon

August 2023 - June 2024, Hyderabad

- Conducted **daily audits on 60-70 customer interactions**, ensuring **data accuracy** and **compliance**.
- Partnered with **support managers** to identify **resolution gaps**, driving **customer journey optimization** through **actionable insights**.
- Developed **Power BI dashboards** for **real-time monitoring** of **operational performance** across multiple processes.
- Designed **weekly dashboards** tracking **operational performance** across 8+ processes, improving **data-driven decision-making**.

SKILLS

Data Analytics & SQL

- **Advanced SQL**: CTEs, Window Functions, Complex Joins, Stored Procedures — for analyzing large datasets
- **Microsoft Excel**: Advanced formulas, PivotTables

Python & Data Science Libraries

- **Python**: Pandas, NumPy, Seaborn, Matplotlib — for data processing and visualization

Data Visualization Tools

- **Power BI, Tableau & Quicksight** — for reporting and performance tracking

Machine Learning & Algorithms

- **Models**: Linear Regression, Logistic Regression, K-Means Clustering, Isolation Forest

Statistics

- **Techniques**: Hypothesis Testing
- **Distributions**: Normal, Binomial, Poisson
- **Tests**: One-sample, Paired, Independent t-tests, Z-test, Chi-square test, ANOVA, A/B Testing

Data Infrastructure & Automation

- **Tools**: AWS Redshift, Amazon S3 — for data storage and querying large datasets
- **Processes**: ETL Pipelines, Automated Reporting — to streamline operations

Process Optimization & Stakeholder Collaboration

- **Optimization**: SOP improvements based on data-driven insights
- **Collaboration**: Cross-functional teamwork to resolve operational/data issues
- **Project Management**: Coordinating system and process enhancements across teams

PROJECT

Automated Data Quality Monitoring Using SQL Server

GitHub optional | Tech: SQL Server, T-SQL, CTEs, Stored Procedures • github.com/PremM2/data-automation

- May 2025 – June 2025
- **Built a scalable T-SQL stored procedure** that automated 4 key data validations—identifying 25 duplicate customers, 123 high-spending users, ₹2.3M in time-bound sales, and 6 top-earning banks—supporting platform health monitoring across customer, transaction, and time dimensions.
- **Logged results into a centralized audit table** (DATA_AUTOMATION) with check names, descriptions, and timestamps, enabling seamless integration with dashboards and improving traceability and long-term data quality monitoring.
- **Reduced manual validation effort by 80%** and created a reusable framework for scheduled or on-demand checks, paving the way for alert-based automation and product experimentation tracking at scale.

Revenue Analysis & Strategy Dashboard for Uber (Self-Initiated Case Study)

Tools: SQL Server, Power BI/Tableau • github.com/PremM2/Uber-Revenue-Analysis-Strategic-Action-Plan

- May 2025 – June 2025
- **Built a dynamic revenue insights dashboard** using automated SQL quality checks and historical trip data to track patterns across time, weekday, and seasonal segments—flagging a **50% YoY revenue drop** and identifying ₹0.02M loss in early-morning rides.
- **Detected revenue gaps during peak traffic hours (7–11 AM), Mondays, and Q1**, and proposed targeted actions like dynamic pricing, early bird campaigns, and corporate engagement plans to optimize customer retention and revenue growth.
- **Delivered data-backed strategy with 7 actionable recommendations**, enabling improved experimentation focus, lifecycle monitoring, and opportunity targeting for underperforming customer segments.

A Real-Time Seller Fraud Detection Pipeline using SQL & Python

github.com/PremM2/mini-project • April 2025 – May 2025

- Built **abuse detection pipeline** using **Python & SQL**, flagging **61% of sellers** and preventing **₹1.7M+ revenue loss**.
- Applied **K-Means clustering** to prioritize **27 multi-abuse sellers** contributing to **44% of flagged revenue**.
- Implemented **Medallion Architecture** to create a **100% NA-free, reliable dataset** for **real-time analytics**.
- Developed **KPI dashboards** and **abuse heatmaps**, cutting **detection lag by 50%** and boosting **audit efficiency**.

CERTIFICATIONS

SQL Advanced

Hackerrank • 2025

Tableau A to Z : Hands on training for data science

Udemy • 2025

Data Analysis with Pandas and Python

Udemy • 2024

The Advanced SQL Course

Udemy • 2024

Business Analysis Bootcamp

Up Grad Campus • 2023

Google Advanced Data Analytics

MedTour Easy • 2023

EDUCATION

Bachelor of Science in Agriculture

