Rohit Pandey

Data Analyst – Quality & Data Evaluation

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Summary

Data-focused analyst with 6+ years of experience using structured analysis to influence business decisions, improve performance metrics, and uncover revenue-impacting insights. Experienced in SQL, Power BI, and Python to build analyses that identify trends, measure outcomes, and highlight risks and opportunities across operations and product performance. Known for translating ambiguous business questions into clear analytical frameworks and decision-ready insights for stakeholders.

Professional Experience

Operations Manager (Independent Business)

The Hooting Owl Café | Apr 2024 – May 2025

- Owned end-to-end café operations while analyzing **daily sales, inventory, and staffing data** (≈ **600 orders/day**) to ensure accurate reporting and operational control.
- Performed **variance analysis** on food costs, wastage, and labor utilization, driving **~7% reduction in ingredient wastage** and tighter cost management.
- Defined and tracked **core operational KPIs** (daily revenue, average order value, inventory turnover, labor-to-sales ratio) to guide pricing, staffing, and procurement decisions.
- Converted operational data into **actionable decisions** during peak service hours, balancing customer experience, speed of service, and profitability in a high-volume environment.

Data Analyst

Kyndryl – Gurugram, India | Apr 2022 – Feb 2024

- Generated ad hoc and recurring analytical reports using Power BI and Tableau to support client and internal stakeholder reporting needs.
- Used SQL to extract and analyze departmental data, building Power BI dashboards that highlighted cost drivers and inefficiencies, contributing to ~10% cost reduction within scoped areas.
- Analyzed large datasets to identify patterns and trends, working primarily with structured operational data and selectively incorporating semi-structured inputs where relevant.
- Collaborated within an Agile/Scrum environment, participating in sprint planning, backlog grooming, and reviews to align analytical work with business priorities.
- Worked closely with data quality, data governance, and data strategy teams to ensure reporting accuracy, consistency, and adherence to data standards.

Freelancer – Data & Technical Analyst

GoTradeIndia | Remote   Apr 2020 – Feb 2022

- Analyzed financial price charts using rule-based technical indicators to identify trend patterns, support/resistance levels, and momentum signals.
- Prepared structured chart visualizations and written analysis summaries for a Discord-based trading community to support informed, rule-driven decision-making.

- Designed and maintained an Excel-based dark-mode trading journal to **log trades, calculate brokerage charges, net P/L, and platform-wise costs across multiple brokers**, supporting post-trade analysis and review.

Junior Data Analyst

IBM – Gurugram, India   Oct 2017 – Jul 2019

- Collaborated with a senior team member to automate Excel-based validation of incident data sourced from an API, replacing manual comparisons and improving consistency of operational checks.
- Analyzed incident and request datasets across high-volume support workflows (≈**500 tickets/week**) to identify recurring issues, data quality gaps and SLA timelines.
- Prepared structured summaries and analytical observations from operational data to support quality reviews, audit readiness, and decision-making by senior analysts and team leads.

Projects

- **Offerbot** – Live Demo

- Designed and managed a self-owned fashion offer distribution workflow across Telegram and WhatsApp, supporting **~15 offers/day** and **~300 active users**.
- Analyzed engagement metrics (views, clicks, responses) to evaluate offer performance and user interaction patterns across channels.
- Built Excel-based comparative analysis to track **revenue and profit across platforms** (Telegram vs WhatsApp) and **aggregators** (e.g., Extrape, Wishlink), improving reporting accuracy and decision-making clarity.

Skills

- **Analytics & Visualization:** Power BI, Advanced Excel (Pivot Tables, Lookups, Power Query), Tableau
- **Data Analysis:** EDA, KPI & Metric, Trend & Variance Analysis
- **Languages & Querying:** SQL, Python, HTML, CSS
- **Tools & Platforms:** ServiceNow, OpenAI, Workbench, VSCode, PyCharm, Jira, IAM
- **Reporting & Operations:** Dashboarding, Data Validation, Business Reporting, Stakeholder Support

Education

Bachelor of Computer Applications (BCA) | Delhi
Jagannath Institute of Management Science   July 2014 - May 2017