

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.

Skills

- **Analytics & Visualization:** Power BI, Advanced Excel (Pivot Tables, Lookups, Power Query)
- **Data Analysis:** EDA, KPI & Metric, Trend & Variance Analysis, Data modelling, ad hoc analysis
- **Languages & Querying:** SQL, Python,
- **Tools & Platforms:** ServiceNow, OpenAI, Workbench, PostgreSQL, VSCode, Jupyter Notebook, Pandas, NUMPy Jira
- **Reporting & Operations:** Dashboarding, Data Validation, Business Reporting, Stakeholder Support

Professional Experience

Owner & Operations Manager (Operations Analytics & Reporting)

The Hooting Owl Café |

Apr 2024 – May 2025

- Owned and operated a single franchise outlet with full responsibility for day-to-day operations, unit-level P&L, staffing, and vendor coordination.
- Monitored daily sales, inventory, food costs, and staffing metrics (~400 orders/day) to maintain operational control and cash-flow discipline.
- Defined and tracked core operational KPIs including daily revenue, average order value, food cost %, inventory turnover, and labor-to-sales ratio
- Performed variance analysis on food costs and wastage, contributing to ~7% reduction in ingredient loss and tighter cost controls
- Converted operational data into real-time, actionable decisions during peak service hours, balancing customer experience, service speed, and profitability

Data Analyst

Kyndryl – Gurugram, India |

Apr 2022 – Feb 2024

- Generated ad hoc and recurring analytical reports using Power BI 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

- [E-Commerce Order Analytics](#)
 - Built SQL + Power BI dashboards to analyze sales, customers, and product performance
 - Identified revenue trends and top categories through data aggregation
 - Performed data cleaning, joins, and time-based analysis across multiple datasets to build a unified sales model.
- [Zepto SQL Data Analyst Project](#)
 - Solved business problems using advanced SQL
 - Analyzed customer behavior and order metrics from transactional datasets
 - Wrote optimized queries to answer real-world analytics questions such as repeat customers, daily revenue trends, and top-performing categories.
- [Financial Reporting & Expense Analysis](#)
 - Built financial dashboards tracking expenses, EMIs, and monthly trends
 - Converted raw finance data into KPIs for budgeting insights
 - Structured multi-source financial records into organized tables to enable accurate monthly reporting and expense categorization.

Education

Bachelor of Computer Applications (BCA) | Delhi

Jagannath Institute of Management Science

July 2014 - May 2017