SANJEEV KOUSHIK SENNAM SETTY

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DATA ANALYST / BUSINESS ANALYST ▪ POWER BI | SQL | INFORMATICA | EXCEL | TABLEAU

- Results-driven Data Analyst and Business Analyst with 5+ years of experience delivering data-driven insights and reporting solutions across telecom, healthcare, and IT sectors.
- Skilled at transforming raw data into interactive dashboards and KPIs that enable strategic decision-making.
- Strong communicator and collaborative team member, experienced in working with cross-functional stakeholders to gather requirements, streamline reporting workflows, and translate complex business needs into actionable insights using SQL, Power BI, Excel, and Informatica Cloud.
- Proficient in the full analytics lifecycle, including data extraction, transformation, visualization, and performance tracking, with hands-on experience in Agile and SAFE environments.
- Proven ability to improve reporting accuracy by 30%, reduce SLA breaches by 22%, and cut manual reporting effort by 35% through process automation and dashboarding.
- Technical stack: Power BI, SQL (Oracle & SQL Server), Tableau, Informatica Cloud, SSIS, Python (pandas, NumPy), Excel (Power Query, VBA, Solver), Data Modeling, Git, Jenkins, JIRA, Confluence, Agile & Scrum.

PROFESSIONAL EXPERIENCE

Data Analyst, Verizon Communications Inc.   **October 2024 – Present**
- Created Tableau dashboards to track KPIs for asset utilization, operational risk, and customer churn, supporting 3 key business units.
- Processed 100K+ monthly service and billing records from Oracle SQL to improve reporting accuracy by 30%.
- Automated reporting pipelines using SQL, Python, and Informatica Cloud, reducing manual effort by 35%.
- Conducted trend analysis on SLA breaches and proposed fixes that improved turnaround times by 20%.
- Worked in an Agile team setting, collaborating with product and ops to deliver reports aligned with business goals.

Business Analyst, Elevance Health   **March 2024 - October 2024**
- Spearheaded performance analysis for client onboarding and payment ops, improving process KPIs by 10%.
- Designed SQL-based reports on exception handling and operational risk, boosting audit readiness by 98%.
- Collaborated on automating ad-hoc reports, standardizing KPIs, and enhancing stakeholder insights.
- Assisted in operational model redesign and updated documentation, supporting enterprise change management initiatives.

Logistics Data Analyst, United Parcel Service (UPS)   **September 2023 - March 2024**
- Built Excel-based trackers and assisted in Power BI dashboards that monitored delivery times, reducing reporting delays by 15%.
- Proposed and implemented 2 automation solutions that improved data accuracy and reduced manual entry time by 25% in shipment logs.
- Supported testing and validation for 3+ internal modules used by logistics and warehouse teams across 5 distribution centers.
- Collaborated with operations staff on weekly ad-hoc data requests, improving response time by 20% through reusable query templates.

Operations Analyst (Capstone Project), TG Transportation (University of Dayton – Client-Based Project)   **January 2023 - June 2023**
- Led the development of a scheduling and resource optimization model using What'sBest! Solver in Excel.
- Built interactive Power BI dashboards to monitor KPIs and reduce scheduling deviations by 25%.
- Supported cost-efficiency analysis and logistics performance tracking across multiple asset types.
- Collaborated with academic advisors and TG Transportation stakeholders to refine operational strategy.

Data Analyst (Intern → Analyst), Capgemini (Intern → Full-time)   **March 2019 - July 2021**
- Joined as an intern and converted to full-time based on performance and reporting skills.
- Initially supported the team in preparing Excel-based reports and tracking service requests, gradually transitioning to building Power BI dashboards for service delivery and compliance metrics.
- Assisted in analyzing SLA breach patterns and helped implement basic preventive checks, contributing to a 22% reduction in SLA violations over time.
- Created and maintained KPI trackers in Excel for leadership to monitor operational trends, team productivity, and ticket resolution efficiency.
- Gained hands-on experience in SQL querying, Excel automation (macros), and Power BI visualizations under senior analyst guidance.
- Worked closely with the service management and IT support teams to understand client expectations and ensure accurate and timely reporting.

EDUCATION

MS in Business Analytics - *University of Dayton*   **August 2021 - June 2023**
Relevant Courses: Data Visualization, Data Mining, Business Intelligence, Optimization Techniques, Predictive Analytics, Process Management, Cloud Computing, Database Management, Big Data Analytics.

BTech in Electronics and Communication Engineering - *Jawaharlal Nehru Technological University*   **August 2016 - May 2020**
Relevant Courses: Data Structures & Algorithms, Database Systems, Operating Systems, Object-Oriented Programming, Web Technologies.

CERTIFICATIONS

- Power BI Data Analyst Associate (PL-300) – Microsoft
- AI Associate Certification – Salesforce

TECHNICAL SKILLS

Programming Languages: Python (pandas, NumPy, matplotlib), SQL (advanced), R Language.

Data Visualization & Analytics: Power BI, Tableau, Looker Studio, Excel (Power Query, Pivot Tables, Macros, What'sBest! Solver), DAX, KPI Reporting, Business Metrics Analysis, Data Storytelling

Databases: Oracle SQL, SQL Server, MySQL, MongoDB (Basic)

ETL & Data Integration: SSIS, Informatica, Data Warehousing, Data Transformation, Data Access, Data Governance.

Automation & Scripting: Python Scripting, Excel Macros, VBA, Process Automation, Report Automation

Cloud & DevOps Tools: AWS (basic), Git, Jenkins.

Data & Process Management: Data Modeling, Access Controls, Data Management.

Testing & QA: Unit Testing, Data Validation, Report Testing

Project & Collaboration Tools: MS Office (Excel, PowerPoint, Word), JIRA, Confluence, SharePoint, Agile & Scrum Methodologies, Project Management Support.