

# 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 and validated over 100K+ monthly records from Oracle SQL to improve data quality and reporting accuracy by 30%.
- Automated recurring reports using SQL, Python, and Informatica Cloud, reducing manual reporting time by 35%.
- Analyzed SLA breach patterns and collaborated with service teams to implement corrective strategies that reduced turnaround time by 20%.
- Participated in Agile sprint planning, collaborated with product owners and operations managers to prioritize reporting needs and deliver data insights 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.

## **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.