# SHIKHA SHAH

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# : (+91) 9930046772 Marker with solid fill : Mumbai

# EXPERIENCE

**LTIMINDTREE**

Pioneered the creation of insightful dashboards for ICICI, one of India's leading banks, tracking loan history, Non-Performing Assets (NPA) data, etc.

**1)Voice Analytics Dashboard –**

The dashboard provides a comprehensive overview of Relationship Manager’s(RM) calls with Customer facilitating in-dept analysis of list of products discussed, mention of other competitors, list of documents required during the call.

* Crafted DAX queries for creating Calculated Columns and Measures to derive Key performance Indicators (KPIs).
* Used advanced Power BI features like Bookmarks, Buttons, and Drill-throughs for a seamless user experience, enhancing navigation and facilitating intuitive data exploration across report pages.

1. **Collection Agent Analytics (Command Centre Dashboard) –**

. This dashboard evaluates Employee, FOS, Channel Partner, and OSP performance by analyzing their effectiveness in collecting overdue and partially paid loan payments, offering insights for strategic decisions

* Efficiently imported data from Azure Data Lake Storage Gen2 into Power BI, leveraging. parquet file format, enhancing data processing speed and storage optimization.
* Utilized Power Query Editor to shape and cleanse raw data, implementing transformations that harmonized disparate sources, fostering a cohesive dataset for meaningful insights.
* Constructed visually appealing Power BI dashboard with a mix of different visualizations, ensuring a holistic representation of data that empowers stakeholders to make informed decisions efficiently.

1. **Image Analytics Dashboard –**.

* Leveraged the Write-Back feature in Power BI dashboard allowing the internal auditing team to provide real-time comments in reports connected to SQL and Excel while reviewing the images uploaded and stored as a part of Current Account Opening Process.

1. **MIS**

* Successfully converted PL-SQL scripts into Power BI reports, translating intricate database logic into dynamic visualizations.

**SKILLS**

**Programming Languages:** Python, SQL **Visualization Tool:** Power BI

**Frameworks, /Libraries:** Numpy, Pandas, PySpark **Databases:** MySQL

**Cloud Technology**: Microsoft Azure  
1) Azure Data Factory (ADF) – Utilized ADF to implement robust ETL processes, ensuring seamless data movement, transformation and contributing to efficient and scalable data pipelines.

2)Databricks– Hands -on experience on Delta Tables and Delta Live Tables.

**Concepts:** Database Management System (DBMS), Data warehousing concept, Medillion Architecture

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| **EDUCATION** |  |
| **St. Francis institute of Technology** *B.E, Information technology* ***(GPA: 9.24/10)*** | *2018-2022* |
| **Prakash College of Science and Commerce**  *Higher Secondary School, General Science* ***(HSC Board Exam Score : 75.85% , PCM : 81%)*** | *2016-2018* |
| **St. Anne’s High School** *Secondary School, (****SSC Board Exam Score: 92.60%)*** | *2004-2016* |
| CERTIFICATIONS  1. Microsoft Azure AZ-900 2. PWC Forage – Power BI Virtual Case Experience -[CerticateUrl](https://forage-uploads-prod.s3.amazonaws.com/completion-certificates/PwC%20Switzerland/a87GpgE6tiku7q3gu_PwC%20Switzerland_xaEYswy8hNz3vE2vc_1692697366684_completion_certificate.pdf) 3. Databricks Certified Data Engineer Associate - [CerticateUrl](https://credentials.databricks.com/67059c46-f130-422a-ae9a-520c95e1f759) 4. Google Data Analytics Professional Certificate |  |