SHIV KUMAR
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SUMMARY

A highly skilled Data Analyst with over 6 years of experience in data analysis, modeling, and visualization. Proven track record of driving business performance through actionable, data-driven insights. Expertise in identifying trends, optimizing processes, and delivering solutions that support strategic decision-making.

WORK EXPERIENCE

PolicyBazaar   **Gurgaon, India**
Lead Data Analyst   **Jul 2021 – Present**
- Managed revenue calculation for a 7000 Cr APE business, improving accuracy from 60% to 99.5%.
- Developed expertise in the InsureTech industry, contributing to strategic decision-making and collaborating with Product Managers, the Product Head, and BUs to develop innovative products.
- Processed and analyzed over 10M+ rows of data, ensuring high-quality insights , enhanced data quality by implementing processes of cleaning names, policy no, dates, and handling missing values, improving data accuracy by 15%.
- Created 100+ Business Dashboards: Developed over 100 interactive dashboards, enabling the Business Development team to secure more favorable deals with insurers and improve revenue margins by 12%.
- Delivered actionable insights to CXOs, analyzing 30+ insurer deals across various zones and products, leading to more informed decision-making and contributing to a 15% increase in strategic win rates in negotiations.
- Led 10+ cross-functional teams to prioritize and execute key strategic projects, achieving 90% on-time delivery of project goals and driving measurable business outcomes such as 20% improvement in operational efficiency.
- Mentored 5 junior analysts, helping them improve their analytical skills and business acumen, resulting in a 30% increase in team productivity and the development of 2 high-performing future leaders within the organization.

SunTech India   **Delhi, India**
Data Analyst   **May 2018 - Jul 2021**
- Delivered comprehensive data analysis, providing actionable insights to support business partners and management in decision-making.
- Conducted comprehensive data analysis, providing insights that supported decision-making for 5+ business partners and management, resulting in a 15% improvement in operational efficiency.
- Designed and presented 10+ custom dashboards to prospective clients, demonstrating enhanced efficiency, accuracy, and service timelines, contributing to a 20% increase in client acquisition.
- Conducted in-depth research that led to a 25% increase in client website traffic and optimized engagement strategies, boosting user interaction by 18%.

TECHNICAL SKILLS

SQL – Stored Procedures | Views | Subqueries | Joins | CTEs | Window functions | Regular Expressions | Hive SQL | SSMS
Python – Pandas | Numpy | ETL | ELT | Matplotlib | Seaborn | SQL Connector | Automation | PySpark | Append queries |Automation
Tableau / Power BI – Data Cleaning | Data Analysis | LOD | RLS | Data Visualization | Data Preprocessing | DAX | M Programing
PySpark – Append queries | Data transformation | Data warehouse connection | Automation | Reporting | AWS | Athena | Hadoop
Other - Team Handling | BRD Writing | Draw.io |dbdiagram.io | MS Word | Teams | MS Office 365 | Google Sheet | Task Prioritization

EDUCATION

Indira Gandhi National Open University   **2017 - 2020**
Bachelor of Computer Application (BCA) : 65%   Delhi, India

KEY PROJECTS

Deal Management System (DMS) - BRD, Brainstorm, SQL, Python, Google Sheet, draw.io, Tableau   **Jan 2022 - Oct 2022**
Objective : Designed and implemented a system to automate revenue and payout calculations, ensuring daily accuracy and real-time P&L visibility.
Problem : Addressed challenges of inaccurate manual calculations, lack of P&L visibility, and unexpected financial losses due to incorrect payout Cal.
Impact : Improved calculation accuracy from 65% to 95%, Reduced manual effort by 50%. freeing resources for higher-value tasks. Enhanced P&L tracking, enabling data-driven strategic decisions and minimizing financial risks.

Reporting 2.0 Project – BRD, Brainstorm, SQL, Python, Google Sheet, draw.io, Tableau   **Aug 2024 - Nov 2024**
Objective: Streamlined reporting processes to enhance accuracy and transparency while assigning Business Teams accountability for their Profit & Loss (P&L) (both MIS and STAT) statements.
Problem : Addressed issues of inaccurate MIS and STAT reporting and lack of visibility and ownership by Business Heads over their P&L..
Impact : Recovered 2 crore of quarterly revenue from partners through improved reporting accuracy. Strengthened control over Profit & Loss (P&L).