

Shivangi

Associate Analyst | Data Analyst Enthusiast

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Mumbai, India

Summary:

Analytical and detail-oriented Associate **Analyst** at Tech Mahindra with 1+ year of experience in **data analysis**, **dashboard development**, and **business intelligence**. Proficient in **Power BI**, **Python**, and **SQL**, with a focus on automating data workflows and uncovering actionable insights. Eager to leverage technical and analytical skills in a data-driven role to support strategic decision-making.

Experience:

Tech Mahindra Ltd (Analyst – Business Intelligence & Analytics Team)

Mumbai | Feb 2024 – Present

- Designed and deployed 10+ interactive **Power BI** and **Excel dashboards** for leadership to monitor KPIs like **FCR**, **NPS**, **Login Hours**, **Attrition**, and improve decision-making by 40%.
- Automated end-to-end **ETL workflows** using **SQL Server Agent**, reducing manual data handling and ensuring real-time, error-free data pipelines for cross-functional teams.
- Created a custom **Sentiment Analyzer Tool** using **Python**, integrated with **JavaScript**, to evaluate advisor chat interactions for emotion, profanity, politeness, and tone — enabling the **Quality Team** to take corrective actions.
- Delivered a **Performance Monitoring System** forecasting advisor call volumes vs. actuals, auto-emailing leadership on threshold breaches to enable faster interventions.
- Built a dynamic **Telephony Attendance Dashboard** by integrating raw data from 3 tools and mapping it with rosters to calculate login hours and support **payout validation**.
- Developed and maintained the backend of a **BI Reportal tool** using **SQL**, implementing workflows, user-role permissions, and auto-mailers — reducing reporting request turnaround time by 50%.
- Created a **Beam Dashboard** to analyze sentiment from anonymous employee feedback, assisting **HR and leadership** in identifying department-wise morale and engagement trends.
- Set up **logon/logoff audit triggers** in **SQL Server** to capture user access logs, enhancing compliance, traceability, and secure data handling.
- Delivered **QBR dashboards** (quarterly review) and executive-ready **PowerPoint presentations**, driving visibility into sales, retention, voice/chat performance, and trends.

Projects:

TCR Innovation (Data Analyst Intern)

Remote | April 2023 – July 2023

Zepto Grocery Data Analysis – Power BI :

Built interactive tiles (Items Sold, Total Sales, Avg. Sales, Avg. Rating) to explore business KPIs. Identified **low-fat items driving 65%+ of sales**, and **Tier 3 outlets as top revenue contributors**. Analyzed best-selling categories like Fruits, Vegetables, and Snacks. Recommended data-driven strategies for inventory and customer experience.

Faasos SQL Dashboard Analysis:

Created complex **SQL queries** to analyze roll orders, peak demand times, and delivery metrics. Mapped customer behavior by hour/day and evaluated driver performance metrics. Discovered trends in **prep times and delivery speeds** to improve service.

Technical Skills:

- Power BI:** DAX, Power Query, Data Modeling, Drill-through, Bookmarks, RLS, Performance Optimization
- SQL:** Joins, CTEs, Views, Stored Procedures, Window Functions, Query Optimization
- Python:** Pandas, NumPy, Matplotlib, Seaborn, Plotly, EDA, Data Cleaning
- Web:** HTML, CSS, JavaScript
- Soft Skills:** Leadership and Collaboration, Problem solving, Adaptability, MS-Word, Powerpoint

Education:

B.Tech (CSE): United College of Engineering & Research, Prayagraj – 76% – 2024

HSC: Maharishi Vidya Mandir, Prayagraj – 83% – 2019

SSC: Maharishi Vidya Mandir, Prayagraj – 93% – 2017