# TANAY C.

0899-584-151 | tanay\_chowdhury@outlook.com https://www.linkedin.com/in/tanay-chowdhury/

## Authorized to work in Ireland (Permanent resident)

#### **EXECUTIVE SUMMARY**

Experienced professional with **7 years** in **data analytics, service delivery**, and **client relationship management**. Skilled in **data-driven analyses** and **result communication**.

#### SKILLS

- Proficient in Python, SQL (Oracle SQL/PostgreSQL).
- Experience in **Supply Chain (Inventory level, forecasting accuracy analysis)**.
- Experience in **Building dashboards**, **Machine learning**, **Time Series Forecasting**, **Predictive modeling**, **Data analysis/mining**.
- Power User of data visualization tools like Qlik Sense, Tableau, Power BI and Google Data Studio.
- Advanced Excel, Statistics.
- Business Performance reporting and Standard Operating Procedure documentation.
- Team player, stakeholder management, presentation/reporting, project/risk management.
- Proven track record of working in fast-paced **Agile environments** (**JIRA, Kanban boards**, **Confluence**) and creating MIS reports.

#### **EDUCATION**

Ireland University of Galway

Sep 17 - Nov 18

- M.Sc. in Analytics, Grade: H1 (First class honors)
- Graduate Coursework: Statistical techniques (SPSS); Data Science and Big data analytics; Applied Customer analytics (R); Database Systems (SQL); Business Application Programming.

#### **PROFESSIONAL EXPERIENCE**

MI Analyst Aviva Group, Ireland

Jul 20 - present

#### **Key Result Areas:**

- Contributed significantly to Aviva's data strategy for seamless, personalized customer experiences
  through digitization and automation.
- Automated the Galway Call Center, saving a minimum of €50,000/year in IT implementation costs and labor spent on metrics extraction/analysis.
- Developed a customer churn data pipeline using machine learning.
- Created 14 high-profile Qlik apps with an app utilization rate of over 90%.
- Interpreted data, generated datasets and reports for analysis.
- Implemented metrics aligning with business performance and initiatives.
- Utilized SQL queries for data mining.
- Collaborated with business partners to capture requirements and deliver solutions.

**Project:** Customer Analytics (contract)

## **Key Result Areas:**

- Prototyped end-to-end customer segmentation for insights on 13 million users and effective email targeting.
- Utilized advanced **SQL** queries for **data mining** to uncover **actionable insights**, presented findings using **Tableau**.
- Generated daily/weekly/monthly **Business Metric dashboards** for reporting purposes.

# Insights and Reporting Analyst

Packt, UK (Remote)

Nov 18 - Feb 19

**Key Result Areas: (Contract)** 

- Interpreted data, analyzed trends and results in complex datasets using statistical techniques and provided reports (Publisher reports).
- Utilized SQL for Active Campaign segments.
- Automated reports by Google App Scripts in Google Data Studio/Tableau to present to senior management on a daily/weekly basis.

Master's Thesis Celestica, Ireland

Nov 17 - Jun 18

**Project:** Dell supply chain analytics and production performance.

### **Key Result Areas:**

- Successfully conducted demand forecasting as a capstone project for MSc in Analytics at NUI Galway, collaborating with four peers.
- Investigated inventory levels and analyzed forecasting accuracy.
- Utilized Time series modeling techniques in R, Python, SPSS (ARIMA), MATLAB, and Excel for predictions.
- Presented **insights** and **recommendations** to senior **stakeholders** using **scalable dashboards** in **Tableau**.

## Software Engineer Key Result Areas:

Atos Syntel, Inc.

Dec 13 - May 17

- Analyzed customer behavior using Al-powered IBM Watson Customer Experience Analytics,
   ForeSee CX Suite, Clicktale's Customer Behavioral Analytics.
- Generated reports on daily performance analysis using BI tools.
- Performed log file analytics with Splunk.
- Monitored, analyzed, and reported on application transactions using CA APM and Gigaspaces.
- Utilized SQL queries and stored procedures to create reports.
- High interactivity with clients worldwide to address critical issues within tight deadlines.

#### **CERTIFICATIONS**

- Agile Level 1, 2
- Lean and ITIL

## **ACHIEVEMENTS**

- Aviva Ireland Awards (2021,2022).
- CTO appreciation (Alison.com): For delivering valuable insights User engagement (2019).

# **TABLEAU**

https://public.tableau.com/app/profile/tanay.chowdhury#!/