**TEJASWEE PRABHUNATH CHOUDHURY**

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**DATA ANALYST**

Detail Oriented Data Analyst with a solid foundation in Data visualization, statistical analysis and data driven decision making. Experienced in working large datasets, building predictive models, and delivering actionable insights. Fresh in industry and passionate about learning data to provide actionable business insights.

**WORK EXPERIENCE**

**Teleperformance DIBS**

***Quality Assistant Manager*  May 2023 – till date**

* Conducted data analysis and interpretation to derive actionable insights.
* Product and Process Inspections- Review and evaluate reports on inspection outcomes. Identifies issues & provides solution.
* Data Analysis and Reporting- Collect and analyze quality-related data, including defects, non-conformities, and test results. Generate reports for upper management on the performance of quality systems. Monitor key performance indicators (KPIs) related to quality and suggest improvements.
* Actively participated in team meetings, brainstorming sessions, and knowledge-sharing activities.
* Continuous Improvement Initiatives- Assist in the identification of areas for improvement within the production or service process. Participate in root cause analysis for any identified defects or quality issues. Support initiatives for process optimization and cost reduction without compromising quality.
* Compliance and Documentation- Maintains accurate and up-to-date records of quality control measures. Ensures that documentation related to quality processes, procedures, and certifications is maintained and updated as needed. Ensures compliance with all relevant regulatory and safety standards.
* Maintaining FCR’s (First call resolution)
* Conducts Weekly, Monthly, Quarterly & Annual Business reviews with the clients and provides ideas for process improvement.
* Client & Escalation Handling- Ensures all client responses & escalations are handled on time.
* Ensures reduction in Attritions & Shrinkages & meeting Process SLA’s (Service level agreements)

**TECHNICAL SKILLS**

**Data Analysis, Visualization & Reporting:**

Experienced in creating Excel dashboards, generate reports, analysis and Data visualization to support business decisions. Analyzing quality data using software tools to identify trends, anomalies, and areas for improvement.

Learnt Power BI, data modeling, DAX and data transformation using Power query. Experienced in using 7 Quality tools in analysis & reporting.

**Knowledge of Quality Management Systems (QMS)**

Familiar & black belt training certified of Six Sigma. Ensures that process meets business standards.

**Other Skills :**

* **Failure Mode and Effects Analysis (FMEA)** – Expertise in FMEA to anticipate potential failures in processes or products.
* **Continuous Improvement Tools (Kaizen, 5S) –** Knowledge of continuous improvement methodologies for workplace optimization.
* **Communication and Presentation** – Strong verbal and written communication skills for reporting findings and recommendations to management.
* **Time Management** – Ability to prioritize tasks and meet deadlines, especially when managing multiple quality improvement initiatives.
* **Customer Focus** – A strong understanding of customer needs and how to align quality control to meet those expectations.
* **Training & Development** – Capability to train and mentor team members on quality processes and best practices.

**PROJECTS**

**Sales Dashboard | MS Excel**

**link- "**C:\Users\TEJAWSEE KAKADE\OneDrive\Documents\Data Analyst\Projects\Excel Project- Sales Dashboard.xlsx**"**

• Conducted sentiment analysis on Countrywise sales in 2024.

• Conducted Regionwise sales. Analysis on Segment wise units sold

• Utilized Pivot table, slicer, pie charts for visualization.

**CAR sales advertisement Dashboard | Power BI**

**link**: "C:\Users\TEJAWSEE KAKADE\OneDrive\Documents\Data Analyst\Projects\car sale Report.pbix"

• Conducted sentiment analysis on car sold in 2024.

• Conducted analysis on sum of price by Car, average Mileage, count of car, Maximum Mileage

• Utilized charts, graphs, DAX.

SQL Project **| SQL**

**link: "C:\Users\TEJAWSEE KAKADE\OneDrive\Documents\Data Analyst\Projects\SQL Project.xlsx"**

• Created tables by using structured Query Language.

• Utilized functions like Distinct, MAX, MIN, ORDER by etc…

**COURSE**

**Data Science and Analytics May-Oct 2024**

IT Vedant Education Pvt. Ltd.

Coursework: MS Excel, Power BI, SQL, Machine Learning, Python

**EDUCATIONAL QUALIFICATION**

**Bachelor’s of Commerce 61%**

University of Mumbai 2008

**HSC (12th)**  **65 %**

University of Mumbai 2005

**CERTIFICATIONS**

Data Analysis with Python from IBM | May 2024

Foundation with SQL Certification from IT Vedant, Mumbai | May 2024

**AWARDS & ACHIEVEMENTS**

* Best Quality Lead award in Teleperformance 2017
* Best Quality Analyst award in Teleperformance 2016