

# Dinesh T

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## SUMMARY

Senior Data Analyst with 5+ years of experience in handling various projects and analysis based work. Proficient in advanced excel, SQL, Power BI, Visualization also have experience in leading a team, training, extensive knowledge of JIRA, Confluence, Zendesk. A team player and a highly motivated individual willing to learn new technologies and methods related to data analysis and analytics.

## PROFESSIONAL EXPERIENCE

### Senior Data Analyst

January 2019 – March 2024

Urjanet Energy Solutions Pvt Ltd (Arcadia)

#### Utility Data Process (UDS) Onboarding and Penalty Reduction Process (PRP):

- Ensured Utility account was onboarded within the SLA in 10 days.
- Enhanced data accuracy by 30% through data quality checking and analysis using Excel, SQL.
- Developed efficient dashboards using JIRA, Power BI, enhancing productivity by 20%, reducing resolution time by 30% and improving data visualization for stakeholders.
- Onboarded over 6000 business accounts for critical customers within 3 months.
- Interacting with clients via Zendesk tool and resolving issues on the basics of priority.
- Leveraged Power BI & to implement user-friendly data presentation strategies, including charts, graphs, interactive dashboards, filters, resulting in heightened user engagement and enhanced website experience.
- Enhanced workflows through process optimization, efficiency improvements, quality enhancements using analytical tools and data visualization software.

#### Missing Bills Reduction Project

- Missing Bills is the actual issue that determines the customer experience on the agreed-upon deliverable terms (SLA).
- By engaging customers, we proactively addressed delivery issues, decreased ticket/complaint volume, pursued product improvement opportunities by gathering feedback and collaborating internally. As a result, missing bills have been reduced to 0.07% in Q3, compared to Q1 and Q2.
- Enhanced report accuracy and streamlined data visualization process using advanced excel functions.

#### Pro-Active Delivery Fulfillment Assessment Project

- Addressing undelivered statements due to provider issues and pending customer actions, impacting ESG reporting.
- Managed 4+ clients through two major corporate mergers. Managed 2M customer Accounts in 45 days SLA with over 450+ Utility providers.
- Prepare a Delivery report highlighting gaps for dependent customers.
- Schedule and execute plans for working on delivery gap reports based on customer severity.
- Publish weekly dashboards/metrics for fulfilled delivery gaps per customer.

## EDUCATION

### Bachelor of Engineering, Electronic and Communication

2012 - 2016

Shri Andal Alagar College of Engineering

## TECHNICAL SKILLS

**Area of expertise:** Power BI, MySQL, Microsoft Suite, Google Sheets, Python

**Hands on Exp Tools:** Jenkins, JIRA, FileZilla, Zendesk, Automon, Monocle, Confluence Page

## CERTIFICATIONS

- MicrosoftPowerBi Desktop for BI in Udemey.
- Data Analytics in Besant Technologies.

## AWARDS

- Received "Employee of the month" and "Spot" Awards.
- Received "It's My Ship" for going an extra mile.
- Received most impactful project award for "Missing Bill Reduction Project".