RAVIRAAJ ROSHAN

New Delhi, India | +917019779065 | roshanraviraj@gmail.com
linkedin.com/raviraajroshan | Github: [Your Repositorie (github.com)](github.com)

Business Data Analyst with **4+** years of experience in data analysis and business operations. Skilled in SQL, Power BI, and Python for data analysis and visualization. Demonstrated success in developing KPI-driven dashboards, ensuring **95%** uptime in gas delivery and enhancing customer satisfaction. Seeking opportunities to apply analytical expertise in a dynamic environment

SKILLS & Tools/Technology

Data Analysis, SQL, Power BI, Tableau, Excel, Reporting & Dashboarding, Business Strategy, Project Management, Data Modeling, Python Basics, Market Research, Documentation, Agile Methodology, Data Cleaning, Problem-solving skills, Communication, Microsoft O365, Data Visualization, Jira, Figma, Azure, Snowflake

PROFESSIONAL EXPERIENCE

Gaia Smart Cities Solutions Pvt Ltd., Maharashtra, IN   June **2023 -** Present
BUSINESS DATA ANALYST

- Identified data quality issues and **implemented** solutions to improve data integrity, resulting in a **10%** reduction in errors.
- **Conducted** comprehensive **data analysis** to identify trends, patterns, and opportunities for improvement, resulting in a **15% increase** in operational efficiency.
- **Collaborated** with IT teams to streamline data extraction, transformation, and loading (ETL) processes, reducing data processing time by 20%.
- Conducted thorough **market research** and competitor analysis, providing actionable recommendations that led to a **25% increase** in market share.
- **Designed and maintained** interactive dashboards and reports using BI tools such as Tableau and Power BI, facilitating real-time monitoring of key metrics.
- Produced comprehensive **reports** and **presentations** for executive stakeholders, effectively communicating insights and driving informed decision-making.
- Developed comprehensive training manuals for clients, facilitating seamless onboarding and ensuring a **95% reduction** in client support inquiries post-implementation.
- **Supported** clients throughout the entirety of projects by diligently understanding their requirements, ensuring seamless communication, and delivering tailored solutions, fostering **strong client satisfaction** and retention rates.

Haryana City Gas Distribution Ltd., Gurugram, Haryana, IN Nov **2019** – June **2023**
BUSINESS ANALYST

- **Optimized** client's business operations through data analysis and process improvement recommendations, boosting operational efficiency by **10%** and elevating customer satisfaction by **18%**.
- **Developed** insightful dashboards and visualizations utilizing business **KPIs**, driving **18%** faster data-driven decision-making and enhancing performance tracking.
  Worked on **POWER BI/Excel** for **analyzing** gas supply & relevant metrics for improving upcoming products.
- Spearheaded **documentation**, including Business Requirement Documents (**BRD**) and Functional Requirement Documents (**FRD**), streamlining 11 projects and improving stakeholder communication.
- Applied **analytical** strategies to minimize gas loss, optimizing resource allocation and achieving a **10%** cost reduction while maintaining a **95%** uptime in gas delivery.
- **Conducted** industry benchmarking and **SWOT** analysis, integrating best practices that bolstered operational efficiency of laying gas pipes by **8%** and contributed to a higher Net Promoter Score (NPS).
- Led and successfully delivered database projects with high customer satisfaction, while actively engaging with clients through inquiries, briefings, and presentations, solidifying client relationships.
- **Prepared** Quality Inspection format for quality checks of PNG equipment using Excel
- Focused on **user experience improvement** and delivering efficient and effective service management to ensure high levels of customer satisfaction

EDUCATION

CMR Institute of Technology, Bengaluru, Karnataka Bachelor of Engineering in Mechanical Engineering	2015 – 2019

CERTIFICATIONS

Agile Product Lifecycle Management 9 Certified Implementation	Jan, 2023
Data Analytics Full Course **(**TATA NeuSkills)	Oct, 2023

PROJECTS

Freddie Mac
- Designed and **implemented** Python scripts to automate data extraction,transformation, and loading (ETL) processes
- Developed a gradient boosting classifier model to predict good and bad loans
- **Visualized** the results using Power Bi, Tableau, Matplotlib, and Python

Croma Store Data Analysis
- **Examined** Three years of data with almost ten million records
- Created ML models with XGBoost and random forest to determine the campaign'seffectiveness based on consumer and marketing channel data