Rozina Dahal

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SUMMARY

Analyst/Researcher with 4+ years of experience in service and development sectors, specializing in data-driven process optimization. Proven ability to improve user satisfaction, enhance efficiency, and drive strategic decision-making through data analysis and cross-functional collaboration.

EXPERIENCE

Angi, October 2022- September 2023 ***Analyst I***

- Conducted data analysis on customers demand, using excel/SQL, and interpreted those results to provide design inputs and conducted A/B tests to improve conversion.
- Leveraged data analytics to optimize lead management features to end users resulting in enhanced customer satisfaction.
- Worked in an agile environment and occasionally led sprint ceremonies, such as grooming and retro.
- Conducted user requirement gathering through surveys with ODK collect, KOBO toolbox, Survey Monkey and email campaign and analyzed them to improve business operations.
- Collaborated with product, engineering and business stakeholders on multiple PRDs that were eventually implemented as features

Scott Wilson Nepal, August 2019- October 2022 ***Research Associate***

- Prepared qualitative and quantitative questionnaires for multiple Project including projects for World Bank, UNDP, Plan International, WFP.
- Partnered with the project development team to establish and design the report structure, incorporating feedback and revisions to ensure a comprehensive and effective final document, resulting in **100%** team satisfaction with the project
- Collaborated with stakeholders, field officers, and clients to design project procedures and identify areas of improvement, resulting in exceptional performance enhancements of **20% to 30%.**
- Conducted data analysis using MS Excel and SPSS to identify changes and patterns in beneficiaries, and prepared comprehensive reports based on the findings.
- Led training sessions for over **100** field officers and employees on efficient data collection methods, resulting in a **30%** increase in productivity and a significant reduction in data collection time.

TECHNICAL SKILLS

Analytical tools: SQL, Power BI, Ms Excel, SPSS
Business Analysis techniques: SWOT analysis, PESTEL Analysis, Stakeholder Analysis, RACI and RASCI analysis
Project Management: Jira, Agile & Waterfall Methodologies, Report Writing, Gantt chart
Other Skills: Interpersonal skills, Problem Solving, Communication, Time Management, Customer Service

EDUCATION

East Central University, *Ada, Oklahoma* August 2022- May 2024 *Master of Science in Management*

PROJECTS

- *Annual Monitoring Survey of Integrated Platform for Gender Based Violence Prevention and Response in Nepal* Project using Descriptive Analysis, MS Excel and SPSS, Annual Monitoring report which was published by Nepal Government and World Bank
- Presented a comprehensive report to Plan International on the findings of "*Study on role of private sectors in community Based WASH business and water supply service management*"

CERTIFICATIONS

Foundation of Project Management by Google in Coursera

Business Analysis Fundamental by Microsoft in Coursera