

# Prashanth Velagam

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## Professional Summary

Data Analyst with 3+ years of experience in **data stewardship**, **ETL processes**, and **Master Data Management (MDM)**. Skilled in SQL, Python, and BI tools (Tableau, Power BI) with expertise in data quality, process documentation, and Agile workflows. Proven track record of delivering actionable insights through data analysis, dashboard automation, and stakeholder collaboration. Adept at translating business requirements into technical solutions, with a Master's in IT Project Management and certifications in data analytics.

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## Technical Skills

- **Tools:** SQL, Python (Pandas, NumPy), Tableau, Power BI, Excel (Advanced), Alteryx (Basic), ETL, Data Warehousing
  - **Domains:** Data Governance, MDM, Data Quality, Statistical Analysis, Agile Methodologies
  - **Certifications:** SQL for Data Science (LinkedIn), Power BI for Business Analytics (LinkedIn), Python for Data Analysis (LinkedIn)
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## Professional Experience

### ADP India Pvt Ltd, Hyderabad

**Data Analyst** | Oct 2022 – Aug 2023

- Led end-to-end **data quality initiatives** for payroll systems, ensuring compliance and accuracy by profiling datasets and implementing validation rules.
- Automated **ETL workflows** using Python (Pandas), reducing report generation time by 30% and improving operational efficiency.
- Collaborated with cross-functional teams to design Tableau dashboards for **KPI tracking**, enabling data-driven decisions for HR stakeholders.
- Streamlined **data migration** processes for employee benefits administration, resolving discrepancies and maintaining data pipelines.

## Amazon Development Center, Hyderabad

**Data Analyst** | Jan 2020 – Aug 2022

- Engineered SQL queries to analyze customer service data, improving satisfaction rates by 15% through actionable insights.
- Developed **Power BI dashboards** to monitor supply chain KPIs, optimizing resource allocation and reducing costs.
- Automated weekly reporting using Python (Matplotlib), saving 10+ hours/month and enhancing **Agile workflow** efficiency.
- Documented data processes via SOPs and flow diagrams, ensuring alignment with **business requirements** and governance standards.

## Amazon - SDS Associate (M) CAP, Hyderabad

Jan 2018 – Jan 2020

- Conducted root-cause analysis on **customer claims** (delivery fraud, missing items), resolving 100+ tickets/month and improving data accuracy for returns processing.
- Audited transactional data integrity for customer accounts, reducing discrepancies by 25% through rigorous validation processes.
- Collaborated with supply chain teams to streamline return investigation workflows, aligning with **Agile methodologies** and business rules.

## HSBC Technology and Services, Hyderabad

**CSA (MSC First Direct U.K.)** | Jan 2015 – July 2017

- Managed **data governance** for U.K. mortgage accounts, ensuring accurate fund allocation and compliance with financial regulations.
- Audited 100+ operator calls and emails monthly, ensuring adherence to SOPs and improving process quality by 20%.
- Designed training modules for new hires, emphasizing data accuracy and regulatory standards in customer account management.

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## Education & Certifications

- **Master's in IT Project Management** | Canadore College, Canada | 2023–2024
- **Certifications:** SQL, Python, Tableau, Power BI (LinkedIn)

- **Skills:** Agile Methodologies, Data Modeling, Stakeholder Engagement
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## Key Projects

- **Customer Churn Analysis:** Built an ML model (Python/Scikit-learn) to predict churn, improving retention strategies.
- **Sales Dashboard:** Created interactive Tableau dashboards to visualize sales trends and KPIs.
- **ETL Automation:** Migrated transactional data using Python scripts, accelerating reporting cycles by 40%.