

VYOM KHANNA

DATA & BI DEVELOPER | ETL PIPELINE, INSIGHTS, KPI, VISUALISATION, REPORTING, PRESENTATION, OPTIMISATION

London, UK (willing to relocate) | +447733989297 | Mail | LinkedIn | Portfolio

PROFESSIONAL SUMMARY

Data and BI professional with 3+ years’ experience delivering scalable data solutions and insights across multiple sectors. Skilled in SQL, Python, Alteryx, Power BI, and Snowflake, with a strong foundation in machine learning. Proven success in reducing ETL time by 60%, automating 100+ reports, and driving analytics adoption across departments. Adept in stakeholder engagement, GDPR-compliant practices, and transforming data into actionable intelligence.

TECHNICAL SKILLS

- **Languages:** SQL, Python, R, DAX
 - **BI & Visualisation:** Power BI, Qlik Sense/View, Tableau, Excel, SSRS
 - **ETL & Workflow:** Alteryx, DBT, Python scripting, Qlik ETL
 - **Databases/Cloud:** Snowflake, Azure, MySQL
- **ML Tools:** Scikit-learn, Pandas, NumPy, Matplotlib, Seaborn
 - **Other:** Git, Google Analytics, Agile/Scrum, Trello
 - **Soft Skills:** Stakeholder Communication, Analytical Thinking, Problem-Solving, Documentation

PROFESSIONAL EXPERIENCE

Business Intelligence Engineer & Analyst	Sep 2021 – Aug 2023
Team Computers Pvt Ltd – Client: Care Health Insurance, India	
<ul style="list-style-type: none">• Developed and maintained scalable ETL pipelines using SQL, Alteryx, Qlik and DBT; migrated legacy pipelines from Snowflake to star schema, improving data accessibility and cutting dashboard refresh time from 8 to 3 hours.• Integrated data from APIs, flat files, and internal systems into Azure and Snowflake warehouses, enabling centralised analytics.• Diagnosed and resolved ETL failures, pipeline inefficiencies, and dashboard lags; implemented fallback logic and optimised data retrieval, reducing latency by 40%.• Tuned SQL queries, DAX measures, and ETL logic to enhance performance and maintain 95%+ data accuracy across dashboards.• Utilised Excel (pivot tables, nested formulas, VLOOKUP) for validation, compliance checks, and fast-turnaround analysis for non-BI users.• Acted as a Data SME, resolving report discrepancies, validating KPIs, and improving stakeholder trust in data through timely issue resolution.• Conducted deep-dive analysis using SQL and Python to uncover customer behaviour trends, inefficiencies, and business opportunities.• Built QlikSense and Power BI dashboards to visualise KPIs (e.g., claims, policy uptake, financial risk); one dashboard cut claim resolution time by 20% and improved retention by 15%.• Managed complete dashboard lifecycle, from requirement gathering to deployment and updates, ensuring relevance and usability.• Created and monitored recurring reports (daily/weekly/monthly) for Claims, Renewals, and Sales; reduced pending claims from 80K to 38K, improving productivity by 52%.• Designed CRM dashboards to track NPS and service scores, enabling targeted improvements and increasing customer satisfaction.• Automated 100+ internal and client reports using Python, Qlik NPrinting, and QMC, reducing manual effort by 70% and ensuring timely delivery.• Performed ad hoc analyses and built reports addressing business problems like fraud detection, claim backlog, and customer segmentation.• Prepared structured datasets in Azure/Snowflake to support advanced analytics, including forecasting, segmentation, and ML use cases.• Built predictive models in Python to identify high-risk claims and support fraud detection, improving underwriting precision.• Delivered custom dashboards and reports aligned to client goals and operational KPIs, enhancing planning and performance tracking.• Created incentive dashboards, contributing to a 15% boost in sales productivity and 20% uplift in online policy sales via segmentation.• Collaborated with cross-functional teams (Claims, IT, Finance, Sales) to define KPIs and reduce ad hoc reporting load by 25% via standardised dashboards.• Partnered with Head of Claims and IT teams to troubleshoot data issues, improving server responsiveness by 20%.• Led regular meetings and walkthrough sessions with business users and department heads to demystify dashboards and data concepts, effectively educating non-technical stakeholders on Power BI, Qlik, SQL, and Python outputs, enhancing data literacy and self-service adoption.• Mentored junior team members, improving their SQL, data analysis, and automation skills, which enhanced overall team output.	

Junior Data Analyst	Aug 2020 – Aug 2021
Nipa International, India	
<ul style="list-style-type: none">• Extracted and cleaned ERP data using MySQL and Python, reducing processing time by 20%.• Built Excel and SQL-based reports to monitor production KPIs (efficiency, downtime, defects).• Identified ₹25L (£24K) in potential annual savings via material waste analysis.• Created standardised reporting templates, reducing audit preparation time by 30%.	

PROJECTS

- **Claims Pendency Dashboard (SQL, Power BI):** Built automated reports tracking claim aging and backlog; reduced pending claims from 80K to 38K, boosting productivity by 52%.
- **Travel Insurance Dashboard (Power BI, SQL):** Developed monthly performance dashboards; improved claim resolution time by 20% and increased customer retention by 15%.
- **B2B Compliance Reporting (Python, Excel, PDF):** Automated PHI-free claim summaries for brokers, aligned with IRDAI norms; enhanced transparency and stakeholder trust.
- **Daily Business Reports (SQL, Power BI):** Created cross-departmental dashboards (Claims, Sales, Finance, Actuarial) for MD; supported daily leadership decisions with real-time KPIs.
- **Kaggle Data Pipeline (Python):** Built modular Python scripts to automate dataset ingestion, EDA, and transformation for BI/ML use cases.
- **Beverage Sales Dashboard (Python, Power BI):** Designed end-to-end sales dashboard with advanced KPIs (CLV, RFM, YoY growth) using automated data pipelines.
- **London Bike Usage Prediction (Python, ML):** Forecasted bike demand using weather and time features; Linear Regression identified temperature as key driver.
- **Banking Analytics Report (Power BI):** Visualised financial and customer trends; recommended strategies to improve sales, reduce returns, and optimise product offerings.
- **NHS Staff Scheduling (SQL):** Executed advanced SQL queries for staff cost, workload, and shift planning; supported HR decisions in hospital resource allocation.

EDUCATION

University of Southampton, UK	Sep 2023 – Sep 2024
MSc in Data and Decision Analytics (Merit) Modules: Data Analytics, Statistical Computing, Python, SQL, Snowflake, Power BI, R, Machine Learning	
SRM Institute of Science and Technology, India	Jul 2016 – Aug 2020
BTech in Mechanical Engineering (Merit)	