

PROFESSIONAL SUMMARY

Data and Business Intelligence professional with 3+ years of experience delivering end-to-end analytics solutions across multiple business domains. Strong expertise in building analysis-ready data models, including fact and dimension tables using star schema design, to support scalable reporting and self-service analytics. Proven ability to integrate data from diverse sources, develop reliable ETL pipelines, and transform complex datasets into actionable insights.

TECHNICAL SKILLS

- Languages:** SQL (Advanced), Python, DAX
 - BI & Visualization:** Power BI, Qlik Sense/View, Tableau, Excel
 - ETL & Orchestration:** Qlik, dbt, Qlik QMC, Task Scheduler
 - Databases/Cloud:** Snowflake, Azure, MySQL, PostgreSQL
- ML Tools:** Scikit-learn, Pandas, NumPy, Matplotlib, Seaborn
 - Other:** Git, CI/CD, Agile/Scrum, Documentation
 - Soft Skills:** Stakeholder Communication, Analytical Thinking, Problem-Solving

PROFESSIONAL EXPERIENCE

<i>Business Intelligence Engineer & Data Analyst</i>	<i>Sep 2021 – Aug 2023</i>
Team Computers Pvt Ltd – Client: Care Health Insurance, India	
<ul style="list-style-type: none">Designed end-to-end analytics solutions using SQL, Python, dbt, Qlik, and Snowflake, transforming raw data into insights, KPIs, visualizations, and reports in Power BI and Qlik, with ML-based analysis where required.Developed QlikSense and Power BI dashboards analysing customer behaviour across insurance products, helping reduce claim resolution time by 20% and improve customer retention by 15%.Simplified complex datasets into clear, actionable dashboard insights for non-technical stakeholders, improving decision-making speed across business teams.Identified key non-renewal drivers and delivered a visual, easy-to-use dashboard for non-technical teams, enabling reminder automation and loyalty strategies that improved renewals by 20%.Led continuous improvement of BI data models by redesigning Snowflake star schemas using dbt and optimising SQL, DAX, and ETL/ELT logic, reducing dashboard refresh time from 8 to 5 hours while improving data reliability and performance.Created cross-departmental dashboards for MD, supported daily leadership decisions with real-time KPIs.Delivered automated, cross-departmental insight dashboards that helped reduce daily pending claims from 80K to 38K (52% improvement), enhancing customer experience and operational efficiency.Managed parallel Sales, Claims, and Finance reporting initiatives, built automated ETL and Power BI models, streamlining reporting and accelerating stakeholder insights under tight deadlines.Deployed a Sales Incentive Power BI Dashboard with correct metrics for payroll and performance, ensuring error-free payouts for sales staff and supporting a double-digit sales uplift within 6 months.Transformed raw transactional data into business-ready fact tables and conformed dimension tables, enabling consistent KPIs and cross-functional reporting, resulting in cutting ad hoc reporting by 25%.Designed CRM dashboards to track NPS and service KPIs, enabling targeted improvements and higher satisfaction.Migrated 100+ internal and client reports from Excel to Power BI/Qlik and automated delivery workflows using Python, Qlik NPrinting, and QMC, reducing manual effort by 70% while implementing PHI-free claim summaries aligned with IRDAI regulations to enhance compliance and stakeholder trust.Developed Python predictive models to flag high-risk claims, enhancing fraud detection and underwriting precision.Conducted EDA in SQL/Python to identify customer trends, inefficiencies, and new revenue opportunities.	
<i>Junior Data Analyst</i>	<i>Aug 2020 – Aug 2021</i>
Nipa International, India	
<ul style="list-style-type: none">Streamlined ERP reporting by building a batch-based Python–MySQL data pipeline to automate extraction, cleaning, and visualization preparation, reducing processing time by 20%.Revamped a low-adoption report by improving performance, simplifying visuals, and aligning KPIs with business needs, increasing daily usage and decision-making efficiency.Replaced manual Excel reports with user-friendly dashboards and workshops, driving faster insights and widespread business adoption.Supported the preparation of reporting datasets by structuring transactional data into fact and dimension tables for production and operational KPI analysis.Automated Excel and SQL reports to track production KPIs, efficiency, downtime, and defects, for faster performance monitoring.Uncovered ₹25L (£24K) in potential annual savings through material waste analysis.	
<i>Sales Assistant (Part-Time)</i>	<i>Apr 2024 – Present</i>
Poundland & Dealz, Southampton, UK	
<ul style="list-style-type: none">Working as a Cashier and also partnering with Store and Area Manager to build operational dashboards and weekly performance reports in Power BI, supporting data-driven retail decisions.Designed and delivered a loss-prevention dashboard tracking damage and theft across categories, time periods, and departments to identify avoidable shrinkage.Compiled weekly and monthly SKU-level performance reports to analyse basket behaviour, product trends, and customer preferences.Presented concise visual insights (category breakdowns, trend lines, variance summaries) to support ranging, stock rotation, and discount timing decisions.	
<i>Safety Steward (Part-Time)</i>	<i>Dec 2024 – Present</i>
Southampton FC, Southampton, UK	
<ul style="list-style-type: none">Support crowd safety and event operations during matchdays and stadium events.	

EDUCATION

<i>University of Southampton, UK</i>	<i>Sep 2023 – Sep 2024</i>
MSc Data and Decision Analytics (Merit) – School of Mathematical Sciences	
<i>SRM Institute of Science and Technology, India</i>	<i>Jul 2016 – Aug 2020</i>
BTech in Mechanical Engineering (Merit)	