VYOM KHANNA
Data & Analytics Engineer | BI Analyst & Developer
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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
- **Data Modelling:** Dimensional Modelling, Fact & Dimension Design, snowflake and star schema
- **Soft Skills:** Stakeholder Communication, Analytical Thinking, Problem-Solving

PROFESSIONAL EXPERIENCE

Business Intelligence & Analytics Engineer   *Sep 2021 – Aug 2023*
Team Computers Pvt Ltd – Client: Care Health Insurance, India

- **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%.
- **Standardised** BI data models by redesigning Snowflake schema to Kimball style star schemas by optimising SQL, DAX, and Qlik 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.

Data Analyst   *Aug 2020 – Aug 2021*
Nipa International, India

- **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.

Sales Assistant (Part-Time)   *Apr 2024 – Present*
Poundland & Dealz, Southampton, UK

- 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.

Safety Steward (Part-Time)   *Dec 2024 – Present*
Southampton FC, Southampton, UK

- Support crowd safety and event operations during matchdays and stadium events.

EDUCATION

University of Southampton, UK   *Sep 2023 – Sep 2024*
MSc Data and Decision Analytics (Merit) – School of Mathematical Sciences

SRM Institute of Science and Technology, India   *Jul 2016 – Aug 2020*
BTech in Mechanical Engineering (Merit)