

PROFESSIONAL SUMMARY

Data and BI professional with 3+ years' experience in end-to-end analytics. Skilled in SQL, Python, Alteryx, Power BI, and Snowflake, with a solid foundation in machine learning and DBT. Proven success in integrating data from diverse sources, including DBMS, APIs, and JSON, then analysing, cleaning, and organising it to improve business efficiency and drive performance gains. Adept at stakeholder engagement, GDPR compliance, and transforming complex datasets into intelligence that drives strategic decision-making.

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
- **AI & LLM:** ChatGPT, CoPilot
- **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**

- **Built** QlikSense and Power BI dashboards, reducing claim resolution time by 20% and boosting retention by 15%.
- **Reduced** daily pending claims from 80K to 38K (52% gain) via automated department-wise dashboards, reporting and insights.
- **Collaborated** with clients to conduct UATs for dashboards and reports, gathering feedback, resolving issues, and ensuring deliverables met business needs under Agile and Waterfall frameworks.
- **Designed** intuitive visualisations (pie charts, bar charts) to simplify complex data, driving clarity and buy-in from non-technical audiences.
- **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.
- **Designed** CRM dashboards to track NPS and service KPIs, enabling targeted improvements and higher satisfaction.
- **Prepared** structured datasets in Azure/Snowflake to support forecasting, segmentation, and ML use cases.
- **Created** a Sales Incentive 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.
- **Standardised** dashboards and KPIs with cross-functional teams, cutting ad hoc reporting by 25%.
- **Migrated** 100+ internal and client reports and dashboards from Excel to Power BI/Qlik, then **automated** delivery using Python, Qlik NPrinting, and QMC, reducing manual effort by 70%.
- **Engineered** scalable ETL pipelines with SQL, Alteryx, and Qlik; migrated from Snowflake to Star schema, cutting dashboard refresh time from 8 to 5 hours.
- **Optimised** SQL queries, DAX measures, and ETL logic, sustaining 95%+ data accuracy and improving dashboard speed.
- **Improved** server responsiveness by 20% through troubleshooting and performance tuning with IT teams.
- **Led** training for business users in Power BI, Qlik, SQL, and Python, boosting data literacy and self-service adoption.

Junior Data Analyst

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

- **Streamlined** ERP reporting by automating data extraction, cleaning, and visualisation preparation with a Python–MySQL workflow, cutting processing time by 20%.
- **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.
- **Created** standardised reporting templates, reducing audit preparation time by 30%.

PROJECTS

- **Claims Pendency Dashboard (SQL, Power BI):** Built automated reports tracking claim ageing 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 Data and Decision Analytics (Merit) – School Of Mathematical Sciences

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)