

PROFESSIONAL SUMMARY

Data Analytics and BI professional with 4+ years' experience in end-to-end analytics. Adept at rapidly grasping business knowledge and leveraging data to drive measurable impact on both business performance and customer/client needs. Proven success in integrating data from diverse sources, cleaning and organising it to improve efficiency, and transforming complex datasets into actionable insights that enable strategic decision-making. Experienced in stakeholder engagement, GDPR compliance, and delivering clear visualisations.

TECHNICAL SKILLS

- **Languages:** SQL, Python, R, DAX
- **BI & Visualisation:** Power BI, Qlik Sense/View, Tableau, Excel, Canva
- **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, PowerPoint
- **AI & LLM:** ChatGPT, CoPilot
- **Soft Skills:** Stakeholder Communication, Analytical Thinking, Problem-Solving, Documentation

PROFESSIONAL EXPERIENCE

- Sales & Insight Assistant** **Apr 2024 – Present**
Poundland & Dealz, Southampton, UK (Part-Time)
 I'm currently a Part-time Sales Assistant at Poundland's one of the busiest locations in the UK where I also support store and area managers with Dashboards, Data Insights, and Reporting.
 • **Designed and delivered** a damage/theft loss-prevention dashboard in Power BI, tracking avoidable losses across categories, time periods, and departments.
 • **Partnered** with the Store Manager and Regional Manager to build operational dashboards and weekly performance reports using Power BI.
- Business Intelligence Engineer & Analyst** **Sep 2021 – Aug 2023**
Team Computers Pvt Ltd – Client: Care Health Insurance, India
 Built QlikSense and Power BI dashboards to track performance across insurance products, 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.
 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%.
 Designed simple visualisations (pie charts, bar charts) to simplify complex data, driving clarity and buy-in from non-technical audiences.
 Designed CRM dashboards to track NPS and service KPIs, enabling targeted improvements and higher satisfaction.
 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.
 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.
 Prepared structured datasets in Azure/Snowflake to support forecasting, segmentation, and ML use cases.
 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.

- 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.

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%.
- **CRM Dashboard (SQL, Power BI):** Built dashboards to track NPS, churn, and service KPIs, reducing ad hoc reporting by 25% and increasing retention by 15–20%.
- **Sales Incentive Dashboard (SQL, Power BI, Snowflake):** Automated incentive tracking for FSOs, Area and Zonal Managers, ensuring 100% payout accuracy and boosting sales by ~20% in the next quarter.
- **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.

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)