

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

- 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)