VYOM KHANNA
Data & Analytics Engineer | BI Analyst & Developer
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PROFESSIONAL SUMMARY

Data and BI professional with 3+ years of experience delivering end-to-end analytics solutions in insurance and retail domains. Specialises in dimensional data modelling, ETL pipeline development, and BI dashboard design using Power BI, Qlik, and Snowflake. MSc in Data and Decision Analytics from the University of Southampton. Equally comfortable presenting to C-suite stakeholders as writing complex SQL, bridging the gap between raw data and business decisions.

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%.
- **Translated** complex datasets into clear dashboard insights for non-technical stakeholders using simplified visuals and relatable analogies, 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.

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
*Note: Approached Area Manager proactively to volunteer analytical support, leading to ownership of operational BI reporting across the South East region

- 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.

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)