

Vyom Khanna  
Data, BI & MI Analyst

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PERSONAL PROFILE:

Data enthusiast with past 4.5 years dedicated to **Business Intelligence, Data Analysis, MI Reporting and ML**. Skilled in **SQL, Python, Power BI, Qlik Sense, Excel**, and **ETL** processes, with a **solid foundation** in **Machine Learning** concepts. Proven track record of **delivering actionable insights** across **retail, insurance, and manufacturing sectors**. Knowledgeable in **UK GDPR/DPA 2018** for compliant data handling. Experienced in **project coordination, stakeholder communication, and time management**. Regularly **leverages Chatgpt** and other LLMs to **accelerate technical learning, enhance efficiency**, bridge potential gaps, and stay current with evolving tools and methodologies. **Adaptable, detail-oriented, and committed to continuous improvement**, received a **Letter of Recommendation** from the client for the high-quality of work.

SKILLS:

<b>Programming Languages:</b> Python, R, SQL	<b>AI &amp; LLM Tools:</b> ChatGPT, Copilot
<b>Machine Learning:</b> Linear Regression, Logistic Regression, Random Forest, K-Means Clustering, A/B Testing, Hypothesis Testing, Predictive Analytics	<b>Google Analytics:</b> Real-time Analytics, User Behaviour Analysis, Audience Insights, GitHub
<b>Data Engineering &amp; ETL:</b> Alteryx, SQL, Python, Power Query, Workflow, Automation, Geospatial Analysis, DBT	<b>Project Management Tools:</b> Trello, Agile Methodology, Waterfall Methodology
<b>Business Intelligence &amp; Reporting:</b> Power BI, Qlik Sense / QlikView, Excel, SSRS, Tableau	<b>Soft Skills:</b> Communication, Stakeholder Management, Critical Thinking, Analytical & Numeric Skills, Attention to Detail, Time Management, Organisation and Structure
<b>Cloud and Warehouse:</b> Azure, Snowflake	<b>MS Office:</b> Outlook, PowerPoint

RELEVANT WORK EXPERIENCE:

<i>MSc Mathematics Analytics Project Developer</i> <b>University of Southampton, Southampton, UK</b>	<b>Sep 2023 – Sep 2024</b>
<ul style="list-style-type: none"><li><b>Predicting TFL Bike Usage Using Machine Learning:</b> Conducted Exploratory Data Analysis (EDA) using Python libraries and developed a predictive model, optimising bike-sharing resources and leading to an estimated 20% improvement in bike availability.</li><li><b>Geographic Sales Analytics:</b> Developed 20+ Power BI visualisations that identified sales trends by region and product, leading to an estimated 15% increase in retail sales.</li><li><b>SQL Hospital Staff Shift Allocation Database:</b> Led the development and management of an SQL database for hospital staff shift allocation, designing and executing complex SQL queries to analyse staff scheduling and optimise work hours, estimating a 25% reduction in scheduling conflicts.</li><li><b>Revenue Management:</b> Developed pricing optimisation models for Carnival Cruise Line by analysing market trends and demand patterns, resulting in improved pricing strategies and enhanced revenue management.</li></ul>	
<i>Sales Assistant</i> <b>Poundland &amp; Dealz, Southampton, UK</b>	<b>Apr 2024 – Present</b>
<ul style="list-style-type: none"><li><b>Prepared</b> and monitored <b>weekly and monthly sales, SKU and customer reports</b>, identifying <b>underperforming products</b> and recommending actionable solutions.</li><li>Assisted in creating <b>Tableau</b> dashboards to present actionable <b>customer insights</b> to the management team, improving strategic decision-making.</li><li>Participated in weekly meetings to discuss <b>store performance</b> and <b>customer preferences</b>, providing input based on observations at checkout.</li></ul>	
<i>Technical Business Analyst (On-site Care Health Insurance)</i> <b>Team Computers Pvt Ltd, Gurgaon, India</b>	<b>Sep 2021 – May 2023</b>
<ul style="list-style-type: none"><li>Developed a Claims Pendency Report using <b>SQL, EDA, and Qlik dashboards</b> to track unresolved claims, analyse ageing trends, and improve processing efficiency. <b>Automated insights</b> using Nprinting that reduced average daily pending claims from <b>80K to 38K</b>, increasing productivity by <b>52%</b> and accelerating claim resolution.</li><li>Designed an interactive <b>Power BI dashboard</b> to track travel insurance sales, renewals, premium revenue, and claims efficiency. Automated insights led to a 15% increase in customer retention and <b>20%</b> faster claim settlement, optimising decision-making and business performance.</li><li><b>Designed</b> and <b>automated</b> cross-functional <b>daily/MTD</b> business reports for <b>MD</b>, integrating <b>KPIs across</b> departments. Enabled real-time decision-making with linked data models and UAT-approved dashboards.</li><li>Gathered business requirements from stakeholders using <b>Agile</b> and <b>Waterfall methodologies</b> and presented <b>KPIS</b> and <b>trends</b> through dashboards, improving business insights delivery by <b>25%</b>.</li><li>Transformed data using <b>SQL, Alteryx</b> and <b>Qlik Sense</b>, integrating data from various sources into <b>data warehouses</b>.</li><li>Automated over <b>100</b> daily reports for stakeholders and B2B clients, reducing manual effort by <b>70%</b> and improving report delivery efficiency.</li><li>Optimised <b>SQL, Power BI DAX</b> queries, <b>Qlik</b> and <b>Alteryx ETL pipelines</b> made them into <b>star schema</b> from <b>snowflake schema</b>, reducing data loading time by <b>3 hours</b> and achieving <b>95%</b> data accuracy.</li><li>Designed <b>incentive reports</b> aligned with performance goals, driving a <b>15%</b> increase in quarterly sales productivity.</li><li><b>Trained junior developers</b> and <b>interns</b> in data analysis, SQL optimisation, SSRS automation and Power BI dashboard creation, fostering a skilled and efficient team.</li><li><b>Collaborated</b> closely with the Head of Claims to define project objectives and ensure alignment with business goals.</li><li><b>Coordinated</b> with the IT team to optimise server and data warehouse performance, reducing data retrieval times by <b>20%</b> and enhancing system efficiency.</li><li>Conducted <b>root cause analysis</b> to identify factors influencing ETL performance and implemented variables and safeguards.</li><li>Utilised <b>MS Excel</b> features such as <b>pivot tables</b> and <b>VLOOKUP</b> for quick <b>data validation, ad-hoc analysis, and detailed reporting</b> to address immediate business needs.</li></ul>	
<i>Junior Data Analyst</i> <b>Nipa International, Gurgaon, India</b>	<b>Aug 2020 – Aug 2021</b>
<ul style="list-style-type: none"><li><b>Extracted</b> and <b>cleaned</b> manufacturing data from <b>ERP</b> using <b>MySQL</b>, for <b>trend analysis</b> and reducing data processing time by <b>20%</b>.</li><li>Designed and delivered <b>performance reports</b> using Excel and SQL, tracking key metrics like <b>production efficiency, downtime, and defect rates</b>, leading to a <b>15%</b> improvement in process monitoring.</li><li><b>Identified 25 lakhs INR</b> in potential annual savings by analysing raw material usage and waste trends.</li><li>Assisted in reducing audit preparation time by <b>30%</b> through <b>standardised reporting templates</b>.</li></ul>	

EDUCATION:

<b>University of Southampton</b> <b>Southampton, UK</b> Masters of Science - Mathematics - Data and Decision Analytics (Merit)	<b>Sep 2023 – Sep 2024</b>
<ul style="list-style-type: none"><li><b>Key Modules:</b> Data Analytics, Data Science Techniques of Python, Snowflake, Statistical Computing for Data Science, Machine Learning, SQL, Power BI Data Visualisations, and Deterministic Methods for Data Science</li></ul>	
<b>SRM Institute of Science and Technology</b> <b>Southampton, UK</b> Bachelor of Technology - Mechanical Engineering	<b>Jul 2016 – Dec 2020</b>