NEYA BABU THAYYIL

Data Analyst

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LinkedIn | GitHub

PROFILE SUMMARY:

- A results-driven professional with 4 years of experience as a **Data Analyst**, **Business Analyst**, and **Team Lead**, proficient in leveraging Python, SQL, Power BI, and business analysis techniques for data analysis, process optimization, and decision support.
- Skilled in stakeholder management and cross-functional collaboration, delivering actionable insights that drive efficiency and strategic outcomes.
- Adept at conducting requirements gathering, developing dashboards, and improving workflows to support business goals.

WORK HISTORY:

Team Leader

Suzy Shier, Windsor, Canada   Sept 2023 – Present

Skills: Team Management, Customer Service, Data Analysis Reporting, Customer satisfaction analysis

- Led a team of over **10 associates**, driving sales growth by implementing strategies to achieve daily targets, monitoring performance, and fostering collaboration to maximize productivity.
- Enhanced team performance through targeted training and coaching, resulting in a **20% increase in customer satisfaction and a 15% improvement in sales performance**.
- Handled 100+ customer inquiries, ensuring quick resolutions and **improving customer loyalty by 15%.**
- Reviewed sales trends and customer feedback, **identifying improvements that led to a 20% increase**.
- Collaborated with 3 cross-functional teams to improve operational processes, contributing to a **10% increase in efficiency**.
- Tracked inventory and sales data, providing weekly reports to management, helping **improve operational efficiency by 25%.**
- Utilized Excel and internal tools to track team performance metrics, streamline operations, and optimize inventory management.

Data Analyst   May 2022 – Dec 2022

Teknovate Plastics Pvt. Ltd., India

Skills: SQL, Microsoft Excel, Power BI, Data Analysis Reporting, Team Management

- Developed and documented **10 business process workflows** to streamline operations and improve clarity and communication among five cross-functional teams, including IT and marketing.
- Resolved **50 support tickets** within two months, addressing user issues with timely and enhanced user **satisfaction scores by 15%** and ensuring seamless workflows.
- Conducted **5 end-user training sessions**, onboarding 30 team members to new tools and processes, and **increased adoption rates by 20%** across all participating teams.
- Analysed data from internal tools to identify trends, providing insights that helped **reduce processing errors by 15%.**
- Created and maintained detailed documentation for business processes, ensuring all teams had clear guidelines, leading to a **25% reduction in onboarding time for new hires**.
- Collaborated with management to prioritize system improvements, **successfully implementing 3 key updates that enhanced team productivity by 20%.**

Data Analyst Intern   Oct 2020 - Dec 2020
Agile Fever LLC, USA
Skills: Python, SQL, Microsoft Excel, Jira ,Data Analysis Reporting, Team Management
- Designed and enhanced **5+ interactive dashboards** using Power BI, delivering real-time insights to support data-driven decision-making.
- Conducted detailed business analysis to identify inefficiencies, optimize data workflows, **and reduce processing time by 30%.**
- Collaborated with stakeholders to refine requirements, ensuring accurate reporting for **10+ critical business metrics**.
- Developed and maintained SQL queries to extract and analyze large datasets, supporting business intelligence initiatives and **improving reporting accuracy by 25%.**
- Implemented automated data pipelines, **reducing manual data entry by 40%** and ensuring faster, more reliable data processing.
- Provided training and support for team members on data analysis tools and best practices, increasing tool usage and **data accuracy across the team by 15%.**
- Created comprehensive reports and dashboards for senior management, highlighting key trends and actionable insights that contributed to a **20% increase in operational efficiency**.

TECHNICAL SKILLS:
Programming Languages & Databases: Python, MySQL, Microsoft SQL Server, MongoDB, Django
Data Visualization & Reporting Tools: Power BI, Matplotlib, Microsoft Excel, PowerPoint, Word
Business Analysis & Project Management Tools: Jira, TeamViewer, Agile Framework
Web Development Technologies: HTML, CSS, React Native

PROJECTS:
Wheelchair Guardian | *Python, SQL*
https://neya123.github.io/wheelchair-guardian/
- Conducted in-depth business process analysis and managed a comprehensive product requirements gathering process using **Python** for data manipulation and **SQL** for database management, leading to a **30% increase** in identified critical requirements**.**

Diabetic retinopathy using ALEXNET and LENET CNN models |*Python***,** *CNN*
https://github.com/Neya123/Diabetic-retinopathy-using-ALEXNET-and-LENET-CNN-models
- Developed and implemented a precise diagnostic system for Diabetic Retinopathy from fundus images using **Python** for machine learning and data processing, achieving a **15% increase** in model accuracy through advanced feature extraction techniques.

EDUCATION:
Masters of Applied Computing, University of Windsor, Canada   Jan 2023 – June 2024
Bachelor of Computer Science, Rajalakshmi Engineering College, India   Aug 2018 - May 2022