

Arunkumar Parameswaran

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SUMMARY

Detail-oriented Data Analyst skilled in SQL, Power BI, Python, and advanced Excel with hands-on experience in creating effective BI solutions through accurate data modelling, visualisation, and stakeholder communication. Proficient in translating complex datasets into actionable insights, enhancing decision-making processes. Enthusiastic to join a firm and make a tangible impact on digital innovation and business operations with strong collaborative problem-solving and quick adaptability within data-driven environments.

SKILLS & EXPERTISE

- Data Cleansing, Mining, Preprocessing & ETL Pipelines - SQL, Python, Excel
- Power BI - Dashboards, DAX, Power Query, Data Modelling
- SQL - Data extraction, joins, manipulation
- Data Visualisation & Storytelling - Power BI, Tableau, Matplotlib, Seaborn
- Stakeholder Communication & Insight Delivery
- Team Collaboration & Problem Solving
- Customer Service & Administration
- Communication and Influencing

EXPERIENCES

Executive Officer – Work Coach | Department for Work and Pensions, Heanor Apr 2025 – Present

- Managed and supported a caseload of 120 customers, resolving queries through clear and timely communication via phone, email, and face-to-face contact in a busy environment.
- Maintained accurate digital records and progress reports within internal systems while ensuring data confidentiality.
- Identified and resolved issues in claim processing, collaborating with internal teams to improve turnaround & customer satisfaction.
- Prepared daily and weekly progress summaries and presented updates on engagement KPIs to management and senior colleagues.

Retail Assistant | Primark, Coventry Sep 2024 - Apr 2025

- Delivered quick, solution-focused customer service, addressing product and delivery enquiries both in person and over the phone.
- Recorded and reported daily inventory and restocking updates, ensuring shelves were replenished efficiently to meet delivery timelines.
- Increased sales by 20% by working collaboratively with team leads to resolve stock or order discrepancies, maintaining accuracy and customer trust.
- Recognised as 'Employee of the Quarter' for exceeding productivity and communication standards during high-traffic periods.

Data Analyst Skills Bootcamp | Just IT, Remote Jan 2025 - Mar 2025

- Strengthened technical skills in SQL scripting, Power BI dashboards, Tableau, and Python, to handle large-scale, real-time integrated data sources.
- Developed practical expertise in ETL processes, data architecture, and Azure analytics (Data Lakes and Synapse) workloads.
- Gained competence in data lifecycle management concepts and database design, including data-driven decision-making and visualisation techniques.

Warehouse operative | Fedex, Tamworth Jan 2023 - Oct 2024

- Received, sorted, and scanned parcels using FedEx tracking systems, ensuring accuracy and timely processing of customer deliveries.
- Checked shipment documentation and maintained detailed records to ensure full traceability and compliance with company and safety standards.
- Worked collaboratively with colleagues and drivers to coordinate dispatch schedules and resolve delivery or routing issues efficiently.
- Operated warehouse equipment safely and followed health and safety procedures to maintain a secure working environment.
- Managed high workloads under pressure, prioritising urgent consignments and meeting strict dispatch deadlines.
- Collaborated with supervisors and team members to report issues, suggest improvements, and maintain smooth operational flow.
- Supported new team members by demonstrating correct handling and scanning procedures, promoting consistency and accuracy across shifts.

Mobile Service Technician City Mobile Phones, Birmingham	Oct 2022 – Feb 2023
<ul style="list-style-type: none"> - Diagnosed and repaired mobile devices, including screen replacements, battery issues, and hardware faults, ensuring quality workmanship and quick turnaround. - Advised customers on suitable accessories such as screen protectors and headsets, achieving strong sales through clear and honest communication. - Listened carefully to customer concerns, explained repair options in simple terms, and provided realistic time and cost estimates. - Maintained accurate service logs, inventory records, and receipts to support accountability and efficient stock management. - Handled customer enquiries and complaints professionally, resolving issues promptly to maintain satisfaction and repeat business. - Worked independently to manage daily workload and meet repair targets while keeping safety and data protection standards. 	

INTERNSHIPS & PROJECTS

Consultant Virtual Internship Accenture	Dec 2024 - Jan 2025
<ul style="list-style-type: none"> - Prioritized 5+ key client needs and redesigned a user journey that aimed to improve digital access for 10,000+ users for a healthcare client app. - Analysed 3 data sources to support UX recommendations, enhancing app performance and long-term user engagement. - Communicated project updates and resolved client issues, improving my ability to turn data into clear actions, preparing me to support data-driven decision-making in public services. 	

Data Analytics and Visualisation Job Simulation Accenture	Jun 2024 - Aug 2024
<ul style="list-style-type: none"> - Conducted market research using ETL, analysing trends for data-driven insights for a social media client. - Developed an interactive Power BI dashboard design to optimise campaign performance analysis. - Recommended workflow enhancements, improving data quality and reporting accuracy by 40%. 	

Computer Simulation of Viral Dynamics Aston University	Aug 2022 - Dec 2023
<ul style="list-style-type: none"> - Extracted, cleaned, and analysed over 50GB of simulation data using Python and advanced statistical techniques. - Designed data pipelines to process and visualize results from supercomputing simulations, improving data accessibility for insights. - Demonstrated expertise in handling complex datasets and ensuring data accuracy in fast-paced research settings. 	

Clean India - Community Data Analytics Bharathiyar University	Jan 2021 - May 2021
<ul style="list-style-type: none"> - Built a dynamic data analytics platform using SQL and ASP.NET to collect and analyse community engagement data. - Enhanced data visualization through dashboards, enabling actionable insights and driving user engagement up by 30%. - Optimized database queries and reduced response times by 25%, ensuring seamless data processing for real-time analysis 	

EDUCATION

MSc Data Analytics Aston University, United Kingdom	Aug 2022 - Dec 2023
BSc Software Systems Bharathiyar University, India	Sep 2018 - May 2021

CERTIFICATIONS

• Microsoft Power BI Data Analyst Professional Coursera	Oct 2025 - Present
• Advanced Google Analytics Google	Dec 2020 - Feb 2021
• Fundamentals of Python Amity Future Academy	Jan 2020 - Apr 2020