

Arunkumar Parameswaran

Sheffield, United Kingdom | arunkumarparameswaran25@gmail.com | +44 7767943242 | linkedin.com/in/arunkumar-parameswaran

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

- 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

- 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

- 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

- 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

- 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
- Advanced Google Analytics | Google
- Fundamentals of Python | Amity Future Academy

Oct 2025 - Present

Dec 2020 - Feb 2021

Jan 2020 - Apr 2020