

SUMMARY OF SKILLS AND QUALIFICATIONS

- Seasoned Data Analyst with 5+ years of hands-on experience, specializing in advanced analytics and data visualization techniques to drive business insights across a diverse range of sectors including IT, healthcare, finance, retail, insurance, HR analytics, and Hi-Tech.
- Proven expertise in managing client relationships and project deliveries across multiple geographies, including Spain, other European countries, and Sydney, Australia.
- Holder of a master's in computer science, with a keen interest in uncovering data-driven trends through rigorous analysis.

PROFESSIONAL EXPERIENCE**Infinx (*August 2021- Present*)**

- Standardized and cleaned substantial volumes of data (multiple sources including Electronic Health Records (EHR), insurance claims, and customer feedback) for analysis, processing an average of 500+ data records daily.
- Successfully onboarded 5+ clients onto AI-powered optimization software.
- Implemented a strategic onboarding process that resulted in a 20% increase in A/R recoverability rates and a 15% reduction in denial rates.

Tools: AWS (EMR, Quicksight,S3 ,Athena, Redshift,EC2,Airflow,S3),Python, Excel, Machine Learning

Concentrix (Toronto, Canada) (*April 2021- October 2021*)

- Successfully implemented robust solutions within Salesforce CRM, resulting in 20% reduction in manual data entry tasks, saving an estimated 10 hours per week for the team.
- Track and analyse key performance indicators (KPIs) like Average Handling Time (AHT), First Call Resolution (FCR), Customer Satisfaction Score (CSAT), and agent productivity.
- Elevated CSAT scores by 12%, indicating higher customer satisfaction and loyalty.

Tools: Salesforce CRM, Power BI

Correlation One - Data Science for All (*April 2021 – June 2021*)

Awarded a highly competitive, merit-based fellowship with a 4% acceptance rate to undertake a 14-week intensive training program under Harvard Professor Natesh Pillai, covering real-world data applications and achieving full-stack data fluency in Machine Learning, SQL, Python, and data visualization using Tableau.

upGrad (*May 2020 – February 2022*)

Mentor students and professionals from diverse backgrounds, equipping them with industry-relevant experiences in Data Analytics. I offer insights into real-world business scenarios, formulate clearly defined problem statements, and guide them in solving challenges using Business Intelligence solutions.

Tata Consultancy Services Ltd. (April 2016 – February 2020)

Client: Australian Mutual Provident Society (Australia)

Led HR analytics initiatives for major Insurance client (AMP), achieving a 15% reduction in employee turnover rate and closing the gender diversity gap by 20% across various business units.

Conducted hypothesis-driven analyses, and built actionable reports and dashboards using SQL and Excel that were reviewed by senior leadership and impacted strategic decisions.

Client: MICROSOFT

- For a key Microsoft client, leveraged advanced analytics to operationalize business intelligence solutions, resulting in a 12% quarterly profit increase, and automated operational KPI reports, improving report generation time by 20%.
- Designed Power BI dashboards specifically for Azure customers, serving 200+ internal users, and resolved complex data reporting issues across 15+ Azure data sources, achieving an 18% improvement in data accuracy.
- Utilizing machine learning algorithms like Random Forest and XGBoost, I predicted churn and engagement levels for five different segments of Azure customers. This led to an optimized email campaign strategy, resulting in a 10% increase in customer retention and a 8% revenue growth.
- Developed a customer segmentation model using K-Means clustering in R, categorizing Azure cloud customers into six unique segments. This model has been instrumental in monitoring weekly and monthly growth metrics, identifying a 15% increase in high-value customer engagement.
- Streamlined various project processes by implementing code optimization strategies, leveraging Azure Kusto and SQL. This increased query performance by 25% and reduced resource utilization costs by 18%.
- Conducted text and sentiment analysis on Azure customer reviews sourced from LinkedIn, uncovering a 20% improvement in customer satisfaction and identifying key areas for product enhancements.

Tools: Excel, SQL, Microsoft Power Point, R, Python, SQL, Git, Power BI, Machine Learning, Tableau, R Shiny

Innoplexus Consulting Pvt Ltd. (October 2014 – March 2016)

Client: Santander Bank (Spain)

- Employed web scraping techniques using Python to extract and organize data on three major competitors, enriching our internal database by over 10,000 data points and enabling a more comprehensive competitive analysis.
- Leveraged Machine Learning algorithms to analyse transactional data for one of the world's top banks, successfully identifying key customer lifecycle events across 1 million+ accounts, contributing to a 12% increase in targeted marketing efficiency.

Tools: Python, JIRA, MongoDB

Product: Ontosight

- Conducted complex analyses on over 500 potential investigators and 100+ clinical sites, utilizing statistical models to identify top performers and optimal design parameters, contributing to a 20% reduction in clinical trial costs and 15% faster time-to-market for drug development.
- Engineered comprehensive dashboards using JavaScript, AngularJS, NodeJS, HTML, and CSS3, providing an integrated view of key metrics for drugs, diseases, publications, and patents, serving over 300 users and improving decision-making efficiency by 25%.

Tools: JavaScript, Angular Js, Node Js, HTML, CSS3, D3js, R, MongoDB, Elastic Search