

Bharat Gurunathan Hari doss

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CAREER SUMMARY

Passionate professional with a proven track record in Excel, Python, R, SQL and Data Analysis. Skilled in data management and ETL processes, I excel in translating intricate data into actionable insights for informed decision-making.

SKILLS AND STRENGTHS

- **Key Skills:** Data Management, ETL Data Analysis, Data Mining, Statistical Analysis, Data Visualization, Machine Learning, Data modelling, Data Warehousing.
 - **Soft Skills:** Critical thinking, Leadership and teamwork, Multi-tasking, Problem-solving, Self-motivated, Vocal communication, Business Intelligence and analytics reporting.
 - **Database:** MySQL, ESQL.
 - **MS Office:** Excel, Power point, Word.
 - **Programming:** R, Python, HTML, C, XML.
 - **Tools:** Tableau, PowerBI, Knime, Google Analytics, SOAP UI, IBM Websphere Message Broker, IBM IIB.
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PROFESSIONAL ACCOMPLISHMENTS

- Enhanced customer interactions as a Sales and Retention Advisor at SSE, resulting in a 15% increase in sales and customer satisfaction scores and a 10% improvement in issue resolution time.
 - Successfully predicted employee attrition rate with 85.7% accuracy using KNIME Analytics and Tableau, leading to proactive HR strategies and a 10% reduction in turnover.
 - Optimized Power BI reporting, boosting efficiency by 25% for more effective communication of complex data insights.
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WORK HISTORY

Cognizant, Chennai

Analyst

Jul 2020 - Aug 2022

- Utilized SQL and Python for in-depth analysis and interpretation of intricate datasets.
- Responsible for developing message flows and using JAVA and SQL code to transform the messages.
- Collaborated with stakeholders to define analytical goals and ensured successful project execution.
- Implemented advanced data visualization through Power BI and Tableau, fostering comprehensive actionable insights for informed decision-making.

Wheels India Ltd

Data Analyst Intern

Mar 2018 - May 2018

- Performed data validation, Root cause, data quality, data remediation and data analysis.
 - Utilized MySQL for database management.
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Other relevant experiences

BT Group

Customer Service advisor

Feb 2023 - Sep 2023

- Responsibilities include handling client technical inquiries, troubleshooting issues, resolving customer complaints, accurately updating customer database, and ensuring customer satisfaction by providing excellent customer service.

SSE Airtricity

Sales and Retention advisor

Present

- Proactively engage with stakeholders to drive sales and retention efforts, utilizing excellent communication skills to foster lasting relationships and achieve organizational objectives..
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EDUCATION

Master of Science, Business Analytics
Queen's University Belfast

Sep 2022 - Sep 2023
Merit

Bachelor of Engineering, Electrical and Electronics
RMK Engineering College

Aug 2016 - Apr 2020
First Class Honors

PROJECTS

WMOS - IBM BPM Client : Ace Hardware

Performing IBM Integration bus with a track record of success in retail industries and being expertise in IIB, WebSphere MQ, Java, WebSphere Message Broker, and MySQL. Reports were analysed, and modifications to the application were suggested. I answered all business calls concerning incidents involving ACE software. Service design papers were created, which included low-level design docs and unit test cases.

Marketing Analytics using SQL and R Conducted a marketing analytics project for an advertising company, utilizing SQL for database management and machine learning algorithms in R for predictive modeling. Delivered insights using Power BI for future marketing efforts and targets.

HR Analytics: Predicting Employee Attrition Rate using KNIME and Tableau Predicted employee attrition rate for a mid-sized firm with 85.7% accuracy using KNIME Analytics and Tableau data visualization. Developed HR KPI dashboards to present the results and aid in data-driven decision-making.

Twitter Sentiment Analysis using Python Conducted sentiment analysis on Twitter data concerning former US President Donald Trump using Python. Utilized data mining techniques to extract insights, including the general sentiment towards Trump and popular topics discussed.

Market Segmentation Analysis Conducted market segmentation analysis with Power BI, identifying customer segments through cluster analysis and analyzing behavioral components and customer characteristics.

PROFESSIONAL BODY MEMBERSHIPS

Serving as the Communication Director for the entire student body at QUB while being a member of the Institute of Directors (IoD).

VOULENTEERING

Angovile

Coordinator

· Demonstrated a solid foundation in educational support through impactful work with Angovile. Effectively taught and mentored Polish students in London, facilitating skill and knowledge enhancement.

REFERENCES AVAILABLE ON REQUEST

Cognizant (BaratKumar, Manager): barathkumar.k2@cognizant.com
Queen's University Belfast, UK (Byron Graham, <https://pure.qub.ac.uk/en/persons/byron-graham>): Byron.Graham@qub.ac.uk
RMK College, (Bala Murugan, M.E(Ph.D), professor): sbm.eee@rmkec.ac.in
