# DEEPAK SHARMA
**Team Leader Technology Services**

🔗 Portfolio

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## PROFILE SUMMARY

Data Analytics and Reporting Professional with 7+ years of experience delivering accurate, insightful, and business-focused analytics solutions. Skilled in SQL, Excel, Advanced Excel, Power BI, and end-to-end dashboard development. Strong ability to convert raw data into clear visualizations, KPIs, and performance insights that support strategic and operational decision-making.

Proficient in data extraction, cleaning, modeling, and automation, ensuring high-quality, reliable, and timely reports for stakeholders across business, operations, and leadership. Additionally experienced in ITSM reporting, including Change Management, ServiceNow dashboards, and ITIL-aligned processes, contributing to better governance and operational efficiency. Holds BCA and MCA degrees, along with ITIL, CCNA, and CCNP certifications. Passionate about using analytics and visualization to improve performance, optimize processes, and drive meaningful business outcomes.

## CORE COMPETENCIES

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| Data Analysis & Visualization | Data Cleansing & Validation | Team Leadership & Mentoring |
| Power BI Reporting & Dashboard | SQL Querying & Optimization | Service Now ITSM reporting |
| Excel Reporting & Dashboard | Cross-Functional Collaboration | Data Modeling & Data Transformation |

## ACADEMIC DETAILS

- MCA from Maharshi Arvind University, 2017
- BCA from University of Rajasthan, Jaipur, 2015

## WORK EXPERIENCES

**Team Leader – Technology Services at MetLife GOSC, Jaipur | Mar'18 – Dec'24**
**Role:**
- Led end-to-end data analytics and reporting initiatives by designing advanced Power BI and Excel dashboards that delivered actionable insights on performance, trends, and operational KPIs.
- Extracted, cleaned, transformed, and validated large datasets from SQL, Excel, and ServiceNow to ensure high data accuracy, consistency, and reliability for business reporting.
- Automated recurring dashboards and data refresh processes using Power Query, Excel automation, and Power BI Service, reducing manual effort and reporting turnaround by 40%.
- Built dynamic data models, DAX measures, and interactive visualizations to support leadership in analysing patterns, forecasting performance, and identifying improvement opportunities.
- Collaborated with HR, Business Enablement, and IT Operations to define reporting needs, translate business requirements into analytical outputs, and deliver insights aligned with organizational objectives.
- Developed performance scorecards, variance analyses, trend summaries, and narrative-driven reports that improved transparency and enabled data-backed decision-making.
- Standardized data structures, reporting templates, and KPI definitions to ensure consistency across reports and governance compliance.
- Created governance-focused analytics on operational KPIs, SLA adherence, and process performance, helping leadership track efficiency and identify bottlenecks.

## AWARD & ACHIEVEMENTS

- Promoted thrice within MetLife for consistent performance and innovation
- Awarded the Best Lean Initiative Award (2022) for designing a high-impact dashboard and automating reporting workflows
- Report automation using VBA and Excel and Dashboard creation using Power Bi on team and span level for multiple reports
- Won multiple GEM Awards for excellence in reporting, leadership, and automation
- Delivered 15+ data/process training sessions, boosting team productivity by 40%.

## CERTIFICATIONS & TRAININGS

- ITIL V4 Foundation Training
- CCNA, CCNP Routing & Switching Training

**PERSONAL DETAILS:**
**Languages Known:** Hindi, English
**Address:** Jaipur