**RAJ DIVAKARAN**

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**Professional Summary**

**Results-driven Data Analyst** with experience in **advanced data analytics**, **visualization** using **Power BI**, and optimizing key performance indicators (**KPIs**). Proven track record in enhancing **data accuracy** and **operational efficiency** through **data-driven insights** and **collaborative cross-functional** work. Also skilled in implementing **automated testing frameworks**, increasing **test coverage**, and **reducing defect rates**. Seeking to leverage analytical expertise to drive business success in a dynamic environment.

**Work Experience**

**Tata Consultancy Services | Verizon** **Tampa, FL**

**Data & Quality Analyst** **Sep 2023 - Sep 2024**

• Developed advanced LTE/5G cell data reports and visualizations using Power BI, securing a $950k budget for project phase 1.

• Enhanced algorithm performance by providing refined datasets, improving user equipment (UE) co-ordinate accuracy by 25%.

• Executed complex test cases for algorithm enhancements, achieving a 95% success rate in implementation.

• Led cross-functional meetings to present analytical findings, enhancing project alignment and stakeholder satisfaction by 25%.

• Optimized data extraction and transformation processes with advanced SQL queries, reducing processing time by 40%.

**Production Support and QA Analyst** **May 2020 – Aug 2023**

• Resolved critical issues and implemented SQL scripts, reducing incident response time by 40% and operational downtime by 25%

• Developed and executed over 300 test cases using hybrid Java-Selenium automation, enhancing defect detection by 15%

• Streamlined issue tracking with JIRA, boosting team productivity by 30% and cutting ticket resolution time by 50%

• Managed releases for critical systems, achieving a 100% on-time sign-off rate and delivering data-driven reports that led to a 20%

reduction in recurring problems

• Integrated automated testing into CI/CD pipelines, ensuring rapid feedback on code changes and enhancing deployment efficiency

• Through RCA, identified critical incidents, enabling us to create a comprehensive knowledge base and reduce resolution times by 60%

**Developer** **Aug 2019 – Apr 2020**

• Optimized core business processes using BPM, enhancing workflow efficiency by 15%.

• Engineered robust CRUD operations with Java and Apache Tomcat, accelerating feature development time by 20%.

• Contributed to the Oracle to PostgreSQL migration, achieving a 25% reduction in storage costs and improved query performance.

• Streamlined requirement gathering processes, reducing project kickoff times by 10%.

**Factory Fresh LLC** **New York, NY**

**Data Analyst Intern** **Jul 2018 - Jul 2019**

• Analyzed website traffic patterns using Google Analytics, gaining actionable insights into user behavior and engagement

• Collaborated on implementing new marketing strategies based on data analysis, contributing to a 14% sales increase over 5 months

• Designed and developed interactive Power BI dashboards for customer and sales data, significantly enhancing reporting efficiency for

management

**Skills**

**Programming Languages**: SQL, Python, R Programming, Pyspark, DAX, Selenium-Java, JavaScript (React), XML, Shell scripting

**Database Management**: PostgreSQL, Oracle, MySQL, SSAS, Apache DRUID, Microsoft Access, Snowflake, Databricks

**Data Analytics & Visualization**: Power BI, Google Analytics, Tableau, Excel

**Web Technologies**: HTML5, CSS, Apache Camel, RESTful APIs

**Tools & Methodologies**: Jenkins, Git, BPM, CI/CD, Spring Tool, Microsoft Visual Studio, Eclipse, UML, Ticketing system, CRM Tools

**Cloud:** AWS (EC2, S3, RDS RedShift, EMR), Google Cloud (Big Query, Kubernetes)

**Test Management**: Q-Test, JIRA

**Project Management**: Agile methodologies, Cross-functional collaboration

**Education**

Pace University, New York, NY, USA **GPA: 3.7/4**

**Master’s** in **Information Systems** **Aug 2016 - May 2018**

University of Mumbai, Mumbai, MH, India **GPA: 7.35/10**

**Bachelor’s** in **Computer Engineering** **Aug 2010 - May 2015**