DHANANJAY LADOLE

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SUMMARY :

Results-driven Business Analyst / Data Analyst with expertise in SQL, Python, Power BI, Tableau, Excel, and ServiceNow. Adept at data visualization, process automation, ITSM, and generating actionable insights to drive business decisions. Strong analytical mindset with hands-on experience in customer analytics, diversity analysis, and IT infrastructure operations. Proven ability to optimize workflows, improve efficiency, and deliver data-driven solutions in dynamic environments.

SKILLS :

- **Technical:** Python, SQL, Power BI, Tableau, Excel, R, ServiceNow, ITIL, ITSM

- **Data Analysis:** Data Cleaning, Visualization, Statistical Analysis, Dashboarding

- **ServiceNow:** Admin Role, Application Creation & Handling, ITIL, ITSM, Infrastructure Operations

- **Soft Skills:** Problem-Solving, Communication, Business Acumen, Stakeholder Management

WORK EXPERIENCE :

1. **ServiceNow Admin / Data Analyst – Technozest Pvt. Ltd.** | May 2024 – Present

   - Transitioned from Data Analyst to ServiceNow Admin role after 3 months.

   - Optimized SQL queries, improving database performance by 40%.

   - Automated monthly reports using Power BI, reducing manual effort by 50%.

   - Worked on ServiceNow ,ITSM for incident and change management.

   - Developed ServiceNow applications, streamlining IT operations.

   - Managed ITIL & Infrastructure Operations, ensuring system efficiency.

2. **Data Analyst Intern – Collaborative Analytics CPC** | Aug 2023 – Sep 2023

   - Developed customer churn prediction models, improving retention by 15%.

   - Created interactive dashboards in Tableau, enhancing decision-making speed by 30%.

   - Analysed survey data to understand public perception, providing actionable insights.

EDUCATION :

- **Masters of Business Administration (MBA), Business Analytics**

  Sinhgad Institute of Management, Pune | Aug 2022 – Jun 2024

  CGPA: 6.56

- **Bachelor of Engineering (Mechanical Engineering)**

  SHVPM COET Amravati | Aug 2017 – Jun 2022

  CGPA: 8.71

PROJECT :

1. **ServiceNow ITSM Implementation**
   - Designed custom applications within ServiceNow to enhance IT operations.
   - Automated incident & change management workflows, reducing downtime by 30%.

2. **Diversity Analysis Dashboard**
   - Developed Power BI dashboards to track diversity metrics, helping HR teams with strategic decisions.
   - Automated data collection, reducing reporting time by 30%.

CERTIFICATION :

Python | Tableau | SPSS | IoT | Power BI | Excel

LANGUAGES:

English | Hindi | Marathi

DECLARATION :

I hereby declare that the above information is true to the best of my knowledge and can be supported with reliable documents when needed.