Chintakuntala Swapna *Senior Quality Analyst*

✉ swapnajai0201@gmail.com   📞 9390585315

📍 28/3/27 Shiva Sai Nagar, Bairagiguda   in https://www.linkedin.com/in/swapna-chinthakuntala-8665a4213

A senior quality analyst with 3.5 years of experience in process analysis, reporting, implementing and managing quality processes. Adept at leading cross-functional teams, identifying process improvements, and driving continuous quality enhancements. Strong expertise in Problem-Solving, Root Cause Analysis, Team Leadership, Communication, Training, Documentation, and Reporting. Passionate about new technologies.

💼 Professional Experience

Senior Quality Analyst, *Accenture*   02/2020 – 06/2023   Hyderabad, India

- Present Data in a Visual form with Charts and Can Create Reports & Dashboards to help to make better decisions.
- Utilizing worksheet data and external resources to create and modify pivot tables & charts with extreme precision.
- Conducted root cause analysis on identified issues, documented findings, and provided actionable recommendations to the team.
- Monitoring the process time sheet which contains the day-to-day activities of the team members.
- Collecting and analysing the data of the team members and publishing various reports that include utilization, RCA, and quality reports.
- Preparing the modules for the process with the help of a flow chart according to the requirement of the team.
- Gathered, cleaned, and transformed data from various sources to create accurate and reliable visual representations, facilitating informed decision-making.

📁 Projects

E-Commerce Sales Report Analysis using Power BI   08/2023 – 08/2023

An in-depth analysis of E-commerce sales data utilizing Power BI, a powerful business intelligence tool. This project involved extracting, transforming, and loading (ETL) large datasets to derive valuable insights. I designed interactive visualizations and dashboards to represent sales trends, customer behaviour, and product performance. By integrating multiple data sources and applying advanced data modelling techniques, I was able to provide actionable insights that informed business strategies.

🧠 Skills

- SQL
- Power Bi
- Documentation and Reporting
- RCA
- Team Management
- Python
- Athena
- HTML
- Advance excel
- Problem-Solving

🎓 Education

Masters in Computers - Computer Science,
Princeton PG College of Management

03/2019 – 05/2021
Hyderabad, India

Bachelors in Statistics - Statistical/Computers,
St Ann's Degree college for women's

06/2015 – 05/2018
Hyderabad, India

📚 Courses

Advance Excel, *Simple learn*

09/2021 – 01/2022
Hyderabad, India

Power Bi, *Udemy*

02/2023 – present
HYDERABAD, India

📄 Certificates

- SQL and Relational Databases 101 ⤢
- Python 101 for Data Science ⤢
- Getting started with MySQL command line ⤢

🏅 Awards

Best performer of the Year, *Accenture*

✏️ Declaration

I hereby declare that the above-mentioned information is true to the best of my knowledge.

Chintakuntala Swapna
Hyderabad