

# Rutuja Ninawe

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## Summary

- Data Analyst with 5+ years of experience in interpreting and analysing data for providing insightful, data-driven strategic recommendations.
- Proficient knowledge in analytics, insight analytics. Good understanding of the business operation and analytics tools for effective analysis of data.
- Experience in cleaning the large data and dealing with data issues to make it fit for reporting.
- Have extensively worked in Data exploration, Data preparation, Data mining, Data validation and preparing dashboards.
- Ability to maintain time to perform a task and always ensured quality metrics of all deliverables.

## Experience



### Data Analyst

**Hewlett Packard Inc, Bangalore**

Mar 2018 - Present (5 years 2 months +)

- Working as a Product Quality Analyst for AMS in printers.
- Worked in PLA Production support team for Analysing HP printers.
- Support service cost reduction by identifying root cause of the issue and customer satisfaction programs by working on Work on ADHOC projects and deep dive requests like (Re-Service, NMU, CSO).
- Support service cost reduction by identifying root cause of the issue through various Re-Service analysis metrics.
- Analysing and Resolving QC incidents raised by Agents, Service centres, and Customers making use of tools like CDAX (Microsoft CRM), MS Access.
- Proactive recovery of Online and Batch transactions.
- Generating Balancing reports and creating new reports based on the requirements making use of Power BI, Excel.
- Import data from different data sources and using Query Editor to transform and edit data files by selecting rows and columns, splitting rows and columns, pivoting and unpivoting columns etc.
- Explore data in a variety of ways and across multiple visualizations using Power BI
- Prepared and consolidated data for periodic review and maintain data quality dashboards using power BI.
- Prepare analysis reports and visualization using DAX functions like table function, aggregation function and iteration functions.
- Opening valid defects based on the Error log and validations.
- Coordination with Agent, Service Ops, and various teams through scheduled meetings.
- Good exposure in Business flow and Management activities.
- Prepare management reports (Yearly, Quarterly and Monthly) using Excel and power point that defines and evaluates problems and recommending solutions that contributed to accurate planning and budgeting in support of achievement of corporate goals.
- Installed and Configured Gateway in Power Bi Services to keep the dashboards and reports up to date.

- Download cases from CDAX tool in a timely fashion and analyse those cases and prepare weekly / daily reports using and present it to GBU which helps in having an insight of the performance of the recently launched products in field.
- Serve as subject matter expert on call centre performance metrics analysis, design, development.
- The recovery tool created by our team has been well appreciated by the client and published by the GBU's.

#### **Tools Used:**

- Power BI
- CDAX/CRM
- MS Access, Excel, Word, PowerPoint, SharePoint
- HP Troubleshoot
- Serial Number Repository
- Part Surfer
- Wise

## **Education**



### **Anjuman College Of Engineering & Technology**

Bachelor of Engineering - BE, Computer Science  
2012 - 2016



### **Aditya Birla Public School**

SSC  
2001 – 2010

## **Licenses & Certifications:**

SAP Certified Development Associate- ABAP with SAP NetWeaver 7.40 – Atos

## **Skills**

- Quality Assurance • Customer Service • Quality Auditing • Product Quality • Microsoft Excel
- Reporting & Analysis • Data Analysis • Dashboard • Power Bi • Troubleshooting
- Problem solving skills