Harish Kumar Sure
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SUMMARY

- **5+ years of experience** in data analysis, statistical modeling, and data visualization across diverse industries.
- **Proficient in Python, SQL, and R**, with expertise in libraries such as Pandas, NumPy, Matplotlib, and Seaborn.
- Experienced in building **dynamic dashboards** using Tableau and Power BI, enabling data-driven decision-making for business leaders.
- Skilled in **predictive modeling**, **time-series forecasting**, and **machine learning algorithms** for business forecasting and optimization.
- Expertise in developing and automating **ETL pipelines** to streamline data collection, cleaning, and processing, reducing manual work by up to 50%.
- **Worked with large datasets (1M+ records)**, extracting actionable insights that drove improvements in customer retention, sales forecasting, and marketing efforts.
- Developed and implemented **automated reporting systems**, reducing report generation time by 40% and increasing reporting accuracy by 30%.
- Strong ability to collaborate with cross-functional teams (marketing, HR, sales, and product) to design custom analytical solutions.
- Delivered **data-driven recommendations** that influenced business strategies, leading to measurable improvements in revenue, retention, and campaign ROI.
- Hands-on experience with **cloud technologies** (AWS, Google Cloud, Snowflake), enhancing data scalability and reporting reliability.

TECHNICAL SKILLS

Programming Languages:	Python (Pandas, NumPy, Matplotlib, Seaborn), R, SQL (MySQL, PostgreSQL), JavaScript, HTML/CSS
Data Visualization Tools:	Tableau, Power BI, Google Data Studio
Machine Learning & Analytics:	Regression, Classification, Clustering, Time-series Forecasting, Neural Networks, Random Forest
ETL & Data Wrangling:	Pandas, SQL, Alteryx, Apache Airflow
Big Data & Cloud Technologies:	AWS (S3, Redshift), Google BigQuery, Snowflake, Hadoop, Azure
Business Intelligence Tools:	Excel (Advanced formulas, Pivot Tables, Macros), Google Sheets
Version Control & Collaboration:	Git, GitHub, GitLab
Database Management:	MySQL, PostgreSQL, MongoDB, SQL Server
Automation Tools:	Apache Airflow, AWS Lambda
Other Tools:	Jupyter Notebooks, VS Code, Docker

PROFESSIONAL EXPERIENCE

Entellects Corporation

Client: Georgia Power
Project: Energy Consumption and Billing Data Analytics   Jan 2023 – Present
Data Analyst – 2 years   Atlanta, USA

- Analyzed large-scale energy consumption and billing datasets from Georgia Power's customers, processing over 5 million records using SQL and Python (Pandas) to identify usage patterns and optimize billing structures.
- Developed and maintained interactive dashboards in Power BI to visualize energy usage trends, customer demographics, and regional consumption patterns for senior management.
- Performed detailed statistical analysis on customer consumption behavior, identifying opportunities for demand response and energy-saving programs that led to a 10% increase in customer engagement.
- Created automated data pipelines using Python and SQL to aggregate energy consumption data from multiple sources, reducing manual reporting efforts by 40%.
- Worked with cross-functional teams to design key performance indicators (KPIs) for monitoring energy efficiency and cost-effectiveness, ensuring alignment with Georgia Power's sustainability goals.
- Conducted monthly reporting on energy consumption forecasts, using Excel and Tableau to provide actionable insights into peak energy demand periods and improve grid management decisions.
- Implemented data validation processes and quality checks, improving the accuracy of monthly billing and energy usage reports by 15%.
- Collaborated with business intelligence teams to automate the reporting of energy usage forecasts and customer analytics, providing real-time insights into regional energy demands.

Tools & Technologies Used: Python (Pandas, NumPy), SQL, Power BI, Excel, Tableau, Git.

Beedata Technology

Client: Delta Air Lines
Project: Flight Operations and Customer Experience Analytics   Feb 2022 – Dec 2022
Data Analyst – 1 year   Hyderabad, India

- Analyzed flight operations and customer experience data from Delta's reservation systems, customer surveys, and flight tracking to identify trends in on-time performance, customer satisfaction, and flight delays.
- Created **SQL queries** to extract and clean large datasets from Delta's operational databases, ensuring accurate data analysis for reporting and decision-making.
- Built interactive **Power BI** dashboards to visualize key performance metrics (KPIs) such as on-time performance, customer satisfaction scores, and average delay times, enabling real-time decision-making for the operations team.
- Conducted correlation analysis between flight delays and customer complaints, uncovering insights that led to a 10% improvement in customer satisfaction after implementing targeted solutions.
- Worked closely with the customer service team to develop strategies for improving customer retention by analyzing customer feedback and identifying areas for service improvement.

- Implemented predictive modeling techniques using **Python** (Pandas, Scikit-learn) to forecast flight delays based on historical data, improving operational efficiency and helping Delta proactively address delays.
- Generated weekly and monthly reports on flight performance and customer experience metrics, helping Delta's leadership team make data-driven decisions to enhance customer loyalty and operational efficiency.

Tools & Technologies Used: Python (Pandas, Scikit-learn), SQL, Power BI, Excel, Tableau.

Client: UPS (United Parcel Service)
Project: Logistics and Delivery Performance Analysis   **Feb 2020 – jan 2022**
Data Analyst – 2 years   **Hyderabad, India**

- Analyzed large datasets from UPS's logistics and delivery systems to evaluate delivery performance, route optimization, and operational efficiency across multiple regions.
- Developed and optimized **SQL queries** to extract and clean data from UPS's delivery management systems, ensuring accuracy and completeness for analysis.
- Created detailed **Power BI** and **Tableau** dashboards to visualize delivery performance, on-time rates, route efficiency, and customer satisfaction, providing actionable insights to the operations team.
- Conducted in-depth analysis on factors affecting delivery times, such as traffic conditions, weather, and vehicle capacity, improving delivery route optimization and reducing delivery delays by 18%.
- Built predictive models using **Python** (Pandas, Scikit-learn) to forecast delivery times and optimize fleet schedules, leading to a 10% improvement in operational efficiency.
- Provided data-driven recommendations to UPS leadership on optimizing delivery routes, resource allocation, and customer service processes to meet performance targets.
- Automated the generation of weekly and monthly performance reports, reducing reporting time by 40% and ensuring timely delivery of insights to key stakeholders.
- Collaborated with cross-functional teams, including logistics, customer service, and IT, to refine key performance indicators (KPIs) and improve the overall delivery process.

Tools & Technologies Used: Python (Pandas, Scikit-learn), SQL, Power BI, Tableau, Excel, Git.

EDUCATION
Master of Science in Computer Science
Fitchburg State University — Fitchburg, MA   Sep 2023 – Dec 2024
Bachelor of Technology in Information Technology
Saveetha University — Chennai, India   Aug 2 018 – Jun 2022

Internship Certificate
- **Brain O Vision**: Developed AI models, applied machine learning algorithms, and performed data preprocessing.