

# KOKILA R

Coimbatore, India

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## Technical Skills

**Languages and Databases:** MySQL/MSSQL, Python

**Visualization Tools:** Power BI, Tableau

**Other Skills:** Advanced Excel, Data cleaning, analysis and visualization, Project Management (1SO 8583), Podio

## Work Experience

### **Wipro Technologies – Student computer applications**

**June 2019 – May 2024**

*Project: Mastercard, Data Analyst, Chennai*

- Spearheaded end-to-end **data analysis and project tracking** for 200+ implementation initiatives across European markets, delivering actionable insights to improve execution timelines, SLA adherence, and go-live success rates.
- Designed and implemented robust **data models** to support seamless integration of card and payment solutions, significantly enhancing workflow efficiency and reducing manual reporting by 30%.
- Built and maintained advanced dashboards using **Power BI** to monitor real-time project performance, **KPIs**, risk factors, and compliance metrics, empowering leadership with transparency and timely interventions.
- Conducted **workflow analysis** and **root cause analysis** to identify process inefficiencies in transaction flow and implementation cycles, leading to data-driven **corrective actions** that improved processing efficiency by 40%.
- Led **change management** initiatives by tracking requirement changes, scope adjustments, and resource allocations, ensuring all stakeholders were aligned through consistent reporting and project documentation.
- Utilized **SQL and Advanced Excel** to extract, clean, and analyze large datasets related to card issuance, EMV tokenization, contactless adoption, ICA/BIN setups, and settlement processes—driving a 25% improvement in data-driven decision-making.
- Directed **ETL processes** and standardized data pipelines to ensure high-quality data flow and reporting accuracy across implementation environments.
- Maintained strong **data governance** practices by creating documentation standards, validating data consistency, and ensuring compliance with EMVCo, PCI DSS, and ISO 8583 protocols.
- Developed and tracked **project KPIs** such as completion rate, issue resolution TAT, defect rate, and SLA compliance, reporting findings in monthly and quarterly reviews with senior stakeholders.
- Provided **production support** by analyzing transaction failures and integration issues, offering technical resolutions that enhanced real-time payment reliability and ensured high availability of funds.
- Delivered **knowledge-sharing sessions** and SOPs as a Subject Matter Expert (SME) in EMV compliance, BIN deletion, and Smart Data, improving team efficiency and onboarding effectiveness.
- Drove **cross-functional collaboration** with onshore managers, QA teams, developers, and business leads to coordinate successful project rollouts with minimal disruption and strong post-deployment stability.
- Oversaw **project management** deliverables such as implementation plans, global task lists, and performance reports, aligning project tracking metrics with business objectives and ensuring seamless delivery.

**Personal Projects**

**Interactive PowerBI Dashboard |** *PowerBI, Data Visualization, Data Cleaning*

**Jun 2024 – Oct 2024**

- Designed interactive PowerBI dashboards for analysing customer ratings, call centre metrics, e-commerce sales, and overall business performance, facilitating informed decision-making and addressing complex data issues.
- Expertly utilized PowerBI’s dynamic capabilities to create measures, sheets, columns, and rows, intuitive data visualizations.

**Achievements and awards:**

- Honoured with the ATLAS AWARD in October 2022 for exceptional performance.
- Received a Quality in Work certificate from an onshore European client in May 2022 for outstanding work.
- Recognized as a Knowledge Sharing Champion by both internal and onshore teams in October 2022.
- Awarded **ROUND OF APPLAUSE [Customer Centricity]** award in month of March 2020 and July 2021

**Certifications:**

- Successfully completed a Data analytics internship program from Techtip24 in 2024
- Certified in Power BI from Infosys Springboard in 2024
- Earned a certification in Data analysis using excel from Great Learning in 2024
- Secured SQL advanced badge Issued from Naukri in 2024
- Obtained in SQL from Career Ninja in 2023

**Education**

<b>MTech., Software Systems -</b> <i>Birla Institute of Technology and sciences, Pilani, Rajasthan</i> - <b>7.3 CGPA</b>	<b>2020-23</b>
<b>B.sc Mathematics -</b> <i>Sri Krishna Adithya college of arts and science, Coimbatore</i> – <b>7.0 CGPA</b>	<b>2016-19</b>