

# Prachi Devi

✉ prachigupta58000@gmail.com

☎ +91 9115058000

in @itzprachigupta

📍 Gurgaon, Haryana

🌐 Portfolio

## ABOUT

**Process Analyst** with 1.5+ years of hands-on experience in building dashboards, analyzing operational data, and delivering actionable insights. Proficient in Excel, Power BI, SQL, Python (basic), and Figma, with a strong foundation in data visualization, reporting, and stakeholder collaboration. Now seeking a full-time Data Analyst role to align my career with my passion for data-driven problem solving. I aim to work with large-scale datasets, enhance my analytics capabilities, and contribute to impactful business decisions through structured, insight-led analysis.

## WORK EXPERIENCE

### ● Process Analyst – Bharti Airtel Limited, Manesar: July 2024 – Present

#### Tasks/Responsibilities

- Led process optimization and automation initiatives across NOC, Field, and Infra domains, improving operational efficiency and reducing manual follow-ups by **40%**.
- Designed and implemented a centralized escalation matrix (UDAAN Project) covering **30+** escalation flows across **21 telecom circles**, ensuring SLA adherence for **20000+ monthly** field operations and enabling real-time visibility across NOC, Infra, and Field teams.
- Developed a BRD and logic for Remedy ticket ownership automation, minimizing incorrect assignment **errors by 60%** and reducing escalation turnaround time.
- Developed a JIRA-based alarm testing platform, improving inter-team coordination for **10+ monthly** test cases reducing dependency on email chains.
- Created and documented **10+ Business Requirement Documents (BRDs)** to drive system enhancements and cross-functional alignment.
- Initiated and currently building an AI Chatbot for Remedy users to assist **2000+** engineers with field descriptions, ticket guidance, and predictive resolutions.
- Conducted **12+ User Acceptance Testing (UAT)** cycles for Remedy and JIRA enhancements, ensuring production readiness and early defect identification.
- Built interactive dashboards using Power BI for monitoring ticket escalations, resolution timelines, and SLA compliance, enhancing shift lead visibility and reducing resolution delays by **25%**.
- Delivered **15+ Knowledge Transfer (KT)** sessions and hands-on training workshops for internal stakeholders, ensuring smooth adoption of new tools and processes

### ● GET INTERN – Bharti Airtel Limited, Manesar: Feb 2024 – June 2024

#### Tasks /Responsibilities

- Analyzed **1200+** service alarms using Excel, SQL, and internal NOC tools reducing false alarms by **17%** through structured RCA.
- Gained foundational experience in telecom network architecture, alarm lifecycle management, and real-time fault monitoring systems.
- Collaborated with **6+** cross-functional teams to document alarm behavior patterns, create RCA reports, and improve reporting accuracy.
- Strengthened skills in data cleaning, dash boarding, and alarm trend identification, laying the groundwork for advanced NOC analytics.

## SKILLS

<b>Data Analysis:</b>	Excel (Pivot Tables, Power Query, Advanced Formulas), SQL, Python (Pandas, NumPy)
<b>Data Visualization:</b>	Power BI (Dashboards, DAX, Drilldowns), Excel Charts
<b>Process Mapping &amp; UI Design:</b>	Microsoft Visio, Figma (Workflow design, UI wireframes)
<b>Documentation &amp; Reporting:</b>	BRDs, Process Documentation, Presentations, Dash boarding
<b>Programming Languages:</b>	Python, C++
<b>Web Technologies:</b>	HTML5, CSS3, JavaScript
<b>Soft Skills:</b>	Problem Solving, Cross-functional Collaboration, Communication, Stakeholder Management, Quick Learning

## ACHIEVEMENTS

- Created OBD impact dashboards using Power BI to visualize call frequency and failure trends across roles (AM, COH, CTO), **helping reduce missed follow-ups by 15%** post operational changes.
- Presented dashboard insights and process automation proposals to NOC Heads and planning leadership, enabling strategic decisions for **10+ telecom circles**.

## CERTIFICATIONS

- Microsoft Power BI Desktop for Business Intelligence - Udemy
- Process Optimization & Operational Excellence - Mercury Solutions Limited
- MS Excel: Advanced Excel Formulas and Functions - Udemy
- AI Primer Certification - Infosys Springboard

## EDUCATION

- B.Tech. Computer Science & Engineering (2020 - 2024), Guru Nanak Dev Engineering College, Ludhiana – **CGPA: 9.07/10**
- 12<sup>th</sup> (Physics, Chemistry, Mathematics) (2019-20), Govt. Girls Senior Secondary School, Jalalabad, Punjab – **89.11%**
- 10<sup>th</sup>, Swami Narayana Nand Saraswati Sarvhitkari Vidya Mandir, Jalalabad, Dist: Fazilka, Punjab – **89.69%**