Prachi Devi

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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, 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 finding. 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

Data Analysis:	Excel (Pivot Tables, Power Query, Advanced Formulas), SQL, Python (Pandas, NumPy)
Data Visualization:	Power BI (Dashboards, DAX, Drilldowns), Excel Charts, Seaborn, Matplotlib
Process Mapping & UI Design:	Microsoft Visio, Figma (Workflow design, UI wireframes)
Documentation & Reporting:	BRDs, Process Documentation, Presentations, Dash boarding
Programming Languages:	Python, C++
Web Technologies:	HTML5, CSS3, JavaScript
Soft Skills:	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 Ltd.
- 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**
- 12th (Physics, Chemistry, Mathematics) (2019-20), Govt. Girls Senior Secondary School, Jalalabad, Punjab – **89.11%**
- 10th, Swami Narayana Nand Saraswati Sarvhitkari Vidya Mandir (2017-18) Jalalabad, Dist: Fazilka, Punjab – **89.69%**