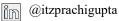
# Prachi Dev

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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, 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**

Excel (Pivot Tables, Power Query, Advanced Formulas), SQL, Python (Pandas, NumPy) **Data Analysis:** 

Power BI (Dashboards, DAX, Drilldowns), Excel Charts, Seaborn, Matplotlib **Data Visualization:** 

Process Mapping & UI Design: Microsoft Visio, Figma (Workflow design, UI wireframes) **Documentation & Reporting:** BRDs, Process Documentation, Presentations, Dash boarding

**Programming Languages:** Python, C++

HTML5, CSS3, JavaScript Web Technologies:

**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%
- 10<sup>th</sup>, Swami Narayana Nand Saraswati Sarvhitkari Vidya Mandir (2017-18) Jalalabad, Dist: Fazilka, Punjab **89.69%**