RAJVINDER KAUR DADIALA

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SUMMARY

Results-driven **Data Analyst** with a strong foundation in **data analytics, reporting, and business operations**, combining analytical acumen with over 8 years of corporate experience in service delivery and process optimization. Skilled in leveraging **SQL, Excel, and Python** to extract insights, automate workflows, and support data-driven decision-making. Adept at collaborating across teams to design dashboards, validate data accuracy, and translate complex information into clear business solutions.

PROFESSIONAL EXPERIENCE

Junior Data Analyst | Fullstack Labs, Indianapolis, IN (Remote) *Aug 2025 – Present*

- Collect, clean, and validate structured and unstructured datasets to support analytical reporting and predictive modeling.
- Build and maintain interactive dashboards and visualizations in Power BI to track operational KPIs and client project metrics.
- Leverage SQL queries to extract business-critical insights from relational databases and automate recurring reporting workflows.
- Collaborate cross-functionally with engineering and business teams to translate analytical findings into strategic process improvements.

Senior Analyst | Accenture, India *Feb 2016 – Aug 2023*

- Spearheaded data-driven process improvement initiatives across multiple global client accounts, improving SLA compliance by 15%.
- Designed and implemented Excel-based automation and reporting frameworks that reduced manual reporting time by 40%.
- Conducted trend and variance analysis to identify performance bottlenecks and recommend optimization strategies.
- Partnered with senior stakeholders to present data insights, performance dashboards, and operational forecasts supporting business continuity.
- Mentored new analysts on data validation, reporting accuracy, and KPI tracking, enhancing team productivity and data reliability.

Client Support Analyst | Zensar Technologies, India *Apr 2013 – Jan 2016*

- Managed client data requests, ensuring high accuracy in report generation and service ticket analysis.
- Supported daily and weekly MIS reporting, leveraging Excel and SQL queries for tracking performance and resolution trends.
- Collaborated with cross-functional teams to identify recurring issues and contributed to root cause analysis for data anomalies.

TECHNICAL SKILLS

Tools: MS Excel (Advanced), Power BI, Tableau, Google Sheets, ServiceNow
Databases: SQL Server, MySQL
Programming: Python (Pandas, NumPy, Matplotlib)
Techniques: Data Cleaning, Data Wrangling, Dashboarding, Trend Analysis, KPI Reporting
Soft Skills: Critical Thinking, Stakeholder Communication, Process Optimization, Collaboration

CERTIFICATIONS

- **Google Data Analytics Professional Certificate**
- **Excel for Business - Advanced**
- **SQL for Data Analysis**

EDUCATION

Master of Science in Data Analytics – *Monroe University, New York* *Aug 2025*