

Shoaib Khan

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Professional Summary

Data Analyst with hands-on experience applying SQL, DAX, Python, and Power BI to build automated dashboards, ETL pipelines, and data models across workers' compensation, insurance, operations, and finance. Strong foundation in T-SQL, Power BI data modeling, Python (pandas), and data validation. Skilled in transforming messy datasets into accurate, actionable insights that support leadership decision-making. Experienced working in Agile environments with cross-functional teams (developers, QA, product owners). Passionate about analytics, KPI design, and building interactive reporting solutions that improve visibility, reduce manual reporting, and enhance operational performance.

Core Skills

Data & Tools: SQL Server, T-SQL, Power BI (DAX, data modeling), Power Query, Python (pandas, matplotlib), Excel (Pivot Tables), ETL pipelines

Analytics: KPI design, forecasting, statistical testing (t-test, ANOVA), operational metrics, financial metrics

Data Operations: Data cleaning & validation, requirements gathering, reporting automation, root cause analysis

Business Knowledge: Workers' compensation & auto insurance, manufacturing KPIs, operations & supply chain analytics

Methodologies: Agile/Scrum, UAT testing, regression testing

Work Experience

Zurich North America — Business / Data Analyst (Workers' Compensation)

Feb 2021 – Present | Schaumburg, IL

- Built SQL queries and Power BI data models to support claim severity analysis, operational KPIs, and audit reporting.
- Designed automated dashboards to track claim leakage, project metrics, adjuster workload, and SLA performance.
- Collaborated with developers, QA, and product owners in Agile ceremonies to refine requirements and support UAT.
- Improved reporting accuracy by validating datasets, identifying anomalies, reconciling mismatches, and resolving root-cause issues.
- Partnered with audit and compliance teams to standardize reporting rules, improving visibility for leadership.

- Documented requirements, test cases, and acceptance criteria for analytics and reporting enhancements.
- Key Tools:** SQL Server, Power BI, JIRA, Excel, Agile, Data Validation, Claims Domain

US Foods — Business Analyst (Operations / Supply Chain)

Mar 2020 – Jan 2021 | Rosemont, IL

- Supported analytics for operations, sales, and supply chain teams by gathering requirements and documenting process needs.
- Ensured reporting accuracy through data validation and performance checks on sales and operational dashboards.
- Assisted IT and QA teams in testing new reporting features, performing UAT, and verifying regression impacts.
- Identified process bottlenecks and contributed insights that improved operational efficiency and cross-department communication.

Mobilink (VoIP) — Business Development Executive

Jan 2016 – Dec 2018 | Karachi, PK

- Built and managed international partnerships, routing agreements, and wholesale VoIP traffic operations.
- Collaborated with NOC and engineering teams to monitor SIP trunk integrations and resolve quality issues.
- Analyzed traffic metrics and KPIs to drive expansion into high-margin regions.

Projects — Portfolio Dashboards

Commercial Insurance Severity & Leakage Dashboard (SQL + Power BI)

- Designed an end-to-end ETL flow (staged → core → mart) to analyze claim severity, leakage, and loss ratio patterns.
- Built interactive Power BI dashboards using DAX measures for severity buckets, leakage indicators, and outlier detection.
- Helped leadership identify trends in claim reserve behavior, payment patterns, and adjuster performance.

ServiceNow IT Incident SLA Breach Analysis (Python + Power BI)

- Used Python (pandas) to clean, transform, and enrich incident data; calculated SLA breach flags, handle time, and severity.

- Built Power BI dashboards highlighting breach rates, root causes, and high-risk incident queues.
- Modeled incidents by priority, assignment group, and status to support IT service quality improvement.

Regal Rexnord Operational & Financial Dashboard (Power BI)

- Designed star-schema models across shipments, orders, and products to support operational and financial KPIs.
- Built multi-page Power BI dashboards showing throughput, capacity, bookings vs shipments, COGS, and gross margin.
- Delivered insights enabling leadership to track performance across PES, IPS, and AMC product lines.

Salesforce Revenue Insights Dashboard (Power BI + RLS)

- Modeled and visualized Salesforce opportunity pipeline metrics including win rate, revenue, deal size, and forecasted pipeline.
- Designed user-friendly visuals for industry segments, account types, and month/close patterns.
- Implemented row-level security (RLS) for restricted reporting access.

Education & Certifications

MBA — Concordia University Chicago

BBA — Institute of Business Management (IoBM)

Certifications:

- Microsoft Certified: Power BI Data Analyst (PL-300)
- MS SQL Server — LearnSQL.com
- Data Analysis in Python — DataCamp
- Python for Data Science — IBM