

LEZLEE DASS

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CAREER OBJECTIVE

Actively seeking opportunities as a Data Analyst / Business Analyst at a forward-thinking, impact-driven organization. Eager to apply analytical rigor and deep problem-solving skills to unlock data insights and drive performance improvement.

PROFESSIONAL SUMMARY

Data-Driven Operations Specialist transitioning into a full-time Data Analyst role. Over 5 years of experience in global technical support, operational analysis, and cross-functional collaboration. Recognized for delivering actionable insights, improving root cause processes, and automating manual workflows using Excel, SQL, Python, and Power BI. Currently pursuing a Doctor of Business Administration (DBA) in Data Analytics to deepen expertise in strategic analytics, forecasting, and AI-driven decision making. Passionate about solving complex business problems through data.

TECHNICAL SKILLS

Tools: SQL, Excel (Advanced), Python, Power BI, Jira, Salesforce, VMware

Concepts: Root Cause Analysis, KPI Tracking, Risk Assessment, Data Visualization, Process Automation

Soft Skills: Analytical thinking, Quiet persistence, Team collaboration, Communication

Others: Generative AI, AI Ethics, Statistics, Product Management Basics

PROFESSIONAL EXPERIENCE

Dell Technologies — Senior Technician, Technical Support (functioning as Business Analyst) | Bangalore, India | Dec 2018 – Mar 2025

- Contributed to company-wide cost optimization initiatives by identifying recurring operational inefficiencies, influencing strategic savings initiatives aligned with year-end financial goals.
- Analyzed large-scale support and return datasets using SQL and Python to uncover root causes of high-cost failure trends, reducing escalations and warranty losses.

- Developed dynamic Excel models and Power BI dashboards to track key financial metrics and operational KPIs, enabling leadership to make informed cost-control decisions.
- Partnered with cross-functional teams (Finance, Operations, and Support Engineering) to implement scalable solutions that improved process efficiency and resource allocation.
- Automated manual workflows and reporting pipelines, reducing operational costs and improving SLA adherence across global support centers.
- Actively involved in risk identification and mitigation planning by analyzing historical incident data and failure patterns to forecast high-cost support areas.
- Led root cause and failure trend deep-dives with stakeholder groups, translating technical insights into strategic business recommendations.
- Operated at analyst-level capacity within technical teams; formally raised request for title alignment due to sustained financial and operational impact delivered.

HSBC Electronic Data Processing — Customer Service Executive | Sep 2016 – Oct 2018

- Supported customers in online/mobile banking.
- Handled escalations and maintained SLAs.
- Awarded 'Academy Queue Killer'.

Aegis Limited — Sr. Executive Operations | May 2015 – Aug 2016

- Booked and managed international flight tickets.
- Mentored new hires.
- Used CRM tools for issue tracking.

Aditya Birla Minacs — Technical Support Associate | Jun 2014 – May 2015

- Delivered Tier 1 Apple support.
- Provided guided troubleshooting.
- 'Challenger of the Year' Award recipient.

PROJECTS

- **Cost Optimization Analysis at Dell** – Identified process inefficiencies and developed dashboards to support cost-saving initiatives. (*Aligned to Dell-wide savings goals*)

EDUCATION

Doctor of Business Administration (DBA), Data Analytics / Business Analytics

Bangalore University — Expected 2028

- Coursework: Strategic Analytics, Forecasting Models, Applied Machine Learning, BI Tools, Decision Science

Bachelor of Business Administration (BBA)

Tamil Nadu Open University — Jul 2020 – Sep 2022

- Coursework: Business Communication, Marketing, Financial Management, Quant Methods

CERTIFICATIONS & AWARDS

- Excellence Awards (x2), Dell International
- Top of Training Batch, Dell – 100% in Resolution, Compliance, and Communication
- Academy Queue Killer, HSBC
- Challenger of the Year, Aditya Birla – Apple iOS