

# Lezlee Dass

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LinkedIn | GitHub / Personal Website

## CAREER OBJECTIVE

Seeking Data Analyst / Business Analyst roles at companies like Google, Microsoft, or Amazon. Eager to apply analytical rigor and unlock data insights.

## 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. 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

Bangalore, India | Dec 2018 – Mar 2025

- Led root cause analysis projects and identified cost-impacting issues using Excel and SQL.
- Automated reporting processes, reducing manual work by 30%.
- Maintained dashboards to track recurring defects.
- Collaborated with global ops teams.
- Received Excellence Awards (x2).
- Stepped into business analyst functions.

**HSBC Electronic Data Processing** — Customer Service Executive

Sep 2016 – Oct 2018

- Supported online/mobile banking services.
- Managed escalations and performance metrics.
- Awarded "Academy Queue Killer".

**Aegis Limited** — Sr. Executive Operations

Jun 2015 – Jun 2016

- Managed international flight tickets using Amadeus & Sabre.
- Mentored new hires.
- Tracked issues in ticketing tools.

**Aditya Birla Minacs** — Technical Support Associate

Jun 2014 – Jun 2015

- Tier 1 support for Apple customers.
- Troubleshooting via phone.
- "Challenger of the Year" Award.

## EDUCATION

Bachelor of Business Administration (BBA)

Tamil Nadu Open University — Jul 2020 – Sep 2022

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

Final Project: Customer Loyalty, Brand Awareness, Competitor Analysis

## CERTIFICATIONS & AWARDS

- Excellence Awards (x2), Dell International
- Top of Training Batch, Dell
- Academy Queue Killer, HSBC
- Challenger of the Year, Aditya Birla – Apple iOS