Manigya Chauhan

Data Analyst

Dublin, Ireland

+353 899539417 | chauhanmani987@gmail.com | LinkedIn | Website

Career Summary

A data-driven professional with 6 years of strong functional & technical work experience in **Data Visualization, Warehousing, ETL & Report development** in Investment banking and financial services, retail, and technology sectors. Experienced in ETL operations, benchmark data, **Data Modelling, Data Analysis**, business intelligence and skilled in SQL, Python, Tableau, and Power BI. Have a proven track record of using data to identify business opportunities, optimize processes, and deliver actionable insights that improve revenue and operational efficiency.

Skills

Data Visualization & Automation: Tableau, Power BI, QlikView, Excel – VBA, Macros, Microsoft SSRS, Microsoft SSIS

Databases & Programming language: SQL Server, Teradata, MySQL, Alation, Python, R

Big Data Technologies: Hadoop, Big Data Processing

Core Competencies: Retail Analysis, Data Automation, Strategic Thinking, Problem-Solving, Statistical analysis, KPI reporting, ETL data operations, Data Modelling

Professional Experience

Data Analyst	Tesco Ireland	Aug'22 – Present

Delivering accurate insights and reports for managing distribution and fulfillment operations, proficiently extracting and compiling data from diverse sources using Analytics tools to meet recurring and ad hoc requests and driving continuous improvement initiatives to optimize retail operations efficiency under the motto of **save to invest**.

- **Operational Efficiency & Cost Reduction:** Analysed large datasets using SQL, Tableau, and advanced analytics to identify inefficiencies in retail distribution and fulfilment processes, resulting in a 25% improvement in operational efficiency and a 10% cost reduction.
- **Data Visualization & Reporting:** Designed and deployed interactive dashboards to track key fulfillment metrics (order fulfillment rates, click & collect efficiency, curbside performance). Drove a 20% increase in fulfillment accuracy and a 15% reduction in delivery delays, enhancing customer experience and operational performance.
- **Cross-Functional Collaboration & Process Improvement:** Collaborated with teams across online retail, supply chain, logistics, and store operations to optimize fulfillment processes. Applied data insights to improve SKU rationalization and inventory management, resulting in a 10% reduction in operational costs and a 12% increase in on-time order fulfillment.
- **Leadership in Automation & Reporting**: Led automation initiatives, migrating manual Excel reports to Tableau dashboards, reducing report generation time by 66%. Improved data accuracy and facilitated quicker, more effective decision-making, including a smoother transition of weekly meetings from Thursday to Monday.
- **Mentoring & Data Literacy:** Coached colleagues in the distribution team, enhancing their data literacy and application of advanced statistical techniques, enabling them to deliver actionable insights and improve customer satisfaction.

Customer Insights Analyst	Capita Customer Solution Ltd.	May'21 – Aug'22

Worked for Boadgais Energy Ireland in delivering quality service to customers by evaluating the performance of frontline employees in handling customer inquiries, resolving issues, and providing personalized assistance.

- **Customer Insights & Service Improvement:** Analysed employee-customer interactions to provide actionable insights on service quality, customer satisfaction, and engagement, driving improvements in overall service delivery.
- **Performance Tracking & Reporting:** Created Excel-VBA dashboards to monitor employee performance, CSAT, customer retention, and other KPIs, providing management with actionable insights to improve service standards.
- **Training & Development:** Collaborated with training teams to design and implement programs focused on enhancing employee communication, product knowledge, and problem-solving skills.
- **Feedback System Implementation & Coaching:** Introduced new customer feedback tracking system, increasing analysis accuracy by 2%, and coached 20% of underperforming employees to meet performance targets and improve service delivery.

BI Analyst	Tata Consultancy Services	Jun'17 – Aug'19

Worked for IT Application Management & Reporting project in the Investment banking sector for Barclays Bank performing ITSM analytics on **Tableau and QlikView**, addressing client KPIs, Performance improvement areas, and directing SLAs.

- **Data Analysis & Automation:** Utilized data analysis tools to automate data mining processes and develop continuous auditing techniques for large datasets, optimizing resource allocation and forecasting system loads for capacity planning.
- **Reporting & Optimization:** Created and optimized 5 types of reports (daily, weekly, monthly, quarterly, and annual) to uncover trends and patterns, driving IT projects and enhancing customer satisfaction. Automated monthly reports from SSRS to Tableau, reducing generation time by 66% (from 3 days to 1 day).
- **Business Requirements & BI Solutions:** Transformed business needs into analytical models, designed algorithms, and built data mining and reporting solutions for structured and unstructured data, delivering over 100 custom reports sourced from SQL and utilizing MS SSIS/SSRS.
- **Project Support & Recognition:** Led requirement gathering, solution design, and post-go-live support in both Waterfall and Agile project setups. Awarded 'Star Performer of the Quarter' for improving SLA by 20% and received 'Biz Ace Leader' recognition for team management.

Education

Master of Science – Information Systems (Data Analysis and Computation)
University College Dublin, Grade: 2:1.
Core Modules: Quantitative Data Analysis, Data & Society, Project Management, Machine Learning Foundations, AI Ethics, Informatics, Artificial Intelligence, Thesis.

Bachelor of Engineering – Electronics and Communication
Rajiv Gandhi Technical University, Grade: 1:1.
Core Modules: Digital Signal Processing, Digital & Analog Circuit Theory, Embedded Systems, Power Electronics, C Programming, Engineering Mathematics, Systems engineering, software engineering.

Certifications

- CS50 Harvard Edu Introduction to Artificial Intelligence with Python
- Udemy Learning - 2024 Tableau Certified Data Analyst Training
- Udemy Learning – Financial Analytics
- Udemy Learning - Data Storytelling and Data Visualization Mastery

Extra-curricular Activities

- Participated in Women Think Next by Microsoft Ireland, SheCodes, USA success story, Her+ data Community event and Kaggle events.
- Volunteer Heartfulness Ireland Organization for conducting weekly Meditation and Yoga sessions and runs a Youth Community to promote mental & physical health awareness. Also Volunteer at managing their social media platforms- Instagram and Facebook and marketing.
- Actively participate in squash tournaments and recreational matches, demonstrating commitment, discipline, and teamwork outside of academic and professional pursuits. Engage in regular practice sessions to enhance physical fitness, coordination, and strategic gameplay.
- Volunteered for Indian Embassy in Ireland to spread awareness about physical and mental fitness by conducting dance workshops during lockdown.

Additional Information

- **Professional Affiliations**: Member of the Her+ data Community
- **Languages**: English and Hindi