

Manigya Chauhan

Data Analyst

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Career Summary

A data-driven professional with 6 years of strong functional & technical work experience in **Data Visualization, Warehousing, ETL & Report development** in financial services, retail, and technology sectors. Experienced in ETL operations, **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

Technical Skills: Tableau, QlikView, Power BI, Microsoft SSRS, Microsoft SSIS, Microsoft Excel – VBA, Macros, Alation, Hadoop, SQL, Python, R, Teradata, MySQL, SQL Server.

Core Skills: **Data Visualization**, KPI reporting, **Data automation**, **Data Transformations**, ETL data operations, Data Modelling, Data Analysis, Retail Analysis, **Statistical analysis**, Big Data Technologies, Agile and Waterfall Project Management, **Problem-Solving & Strategic Thinking**.

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**.

- Utilized **Python, SQL, Tableau, and advanced analytics techniques** to analyze large datasets from diverse business operations. This led to a **25% improvement in operational efficiency and a 10% reduction in costs** by identifying inefficiencies in retail distribution, transportation, online retail, and fulfillment processes.
- Leveraged expertise in data visualization and storytelling to design interactive dashboards for the **online Tesco fulfillment team**. These dashboards tracked critical metrics such as order fulfillment rates, click & collect efficiency, curbside performance, and home delivery performance, driving a 20% improvement in fulfillment accuracy and a 15% reduction in delivery delays.
- Collaborated closely with cross-functional teams, including online retail, supply chain, logistics, and store operations, to optimize the fulfillment process. By applying data insights, **helped improve SKU rationalization and inventory management strategies**, leading to a 10% reduction in operational costs and a 12% increase in on-time order fulfillment for online customers.
- Led automation and data-driven reporting initiatives for the online fulfillment team, migrating manual Excel reports to automated Tableau dashboards. This reduced **report generation time by 66% and improved data accuracy**, enabling faster decision-making and a smoother transition of weekly deck pack meetings from Thursday to Monday.
- Coached and mentored colleagues within the distribution team, guiding them data literacy as well as in applying advanced statistical techniques to both structured and unstructured data. This empowered the team to deliver data-driven insights that optimized fulfillment processes, increased customer satisfaction, and provided actionable insights to enhance the online shopping experience.

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.

- Analyzed employee interactions with customers to derive actionable insights regarding service quality, customer satisfaction, and engagement levels.
- Generated reports and dashboards on **Excel- VBA to track employee performance metrics, customer satisfaction scores (CSAT), Customer Retention Rate, Survey Response Rate and other KPIs**, providing actionable insights to management and frontline supervisors.
- Collaborated with training and development teams to design and implement training programs and coaching sessions tailored to enhance employee communication skills, product knowledge, and problem-solving abilities.
- Implemented a new customer feedback tracking system, **resulting in a 2% increase in the accuracy and timeliness of feedback analysis**.
- Successfully **coached 20% of underperforming employees to improve their customer service skills** and meet performance targets.

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 **Power BI and QlikView**, addressing client KPIs, Performance improvement areas, and directing SLAs.

- Utilized data analysis tools to **automate data mining** process and developed techniques for continuous auditing and analyzing large volumes of data.
- Created and optimized **daily / weekly / monthly / quarterly / annual reporting** and analysis. Reports of historic data, showing hidden pattern and trend which help to drive IT projects and customer satisfaction.
- Transformed business requirements into **analytical models, designed** algorithms, built models, and developed data mining and reporting solutions that scaled across a vast volume of structured and unstructured data.
- **Created more than 100 custom reports** by sourcing data from SQL databases and utilizing MS SSIS/SSRS services to generate data insights and reports to identify and support BI capabilities based on the client's requirements.
- **Conducted requirement gathering workshops**, solution design sessions, supported testing sessions, supported production go-lives, and post-go-lives for the clients in Waterfall and Agile project setups.
- Won 'Star Performer of the quarter' Award for improved SLA for change management by 20% and received 'Biz Ace Leader' for Team Management.
- Automated and migrated monthly reports from MS SSRS to Tableau to reduce generation time from 3 to 1 day.

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
- Udey Learning - 2024 Tableau Certified Data Analyst Training
- Udey Learning - Google Analytics Certification
- Udey Learning - Data Storytelling and Data Visualization Mastery
- Wolfram Research – Statistics Foundations Professional Certification

Extra-curricular Activities

- Participated in Women Think Next by Microsoft Ireland, SheCodes, USA success story, Her+ data Community event and Kaggle events.
- 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.
- Volunteer Heartfulness Ireland Organization for conducting weekly Meditation and Yoga sessions and runs a Youth Community to promote mental & physical health awareness.
- 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