

MANSI OD

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About Me

An ambitious and highly motivated individual with 3+ years of experience analyzing complex datasets, optimizing cost structures and improving data-driven workflows across fintech, energy, and retail. If you're intrigued by my background and think we could collaborate, I am currently looking for Business Analyst / Data Analyst roles, feel free to reach out to me.

Education

University of Greenwich

MSc. Management of Business Information Technology

09.2022 – 09.2023

London, United Kingdom

Dhirubhai Ambani University

B.Tech Information and Communication Technology

08.2016 – 06.2020

Gujarat, India

Experience

Octopus Energy Services

Business Analyst

02.2024 –

Brighton, United Kingdom

- Extracted, cleaned, and analysed operational and product data using SQL and Python to identify cost inefficiencies, pricing gaps, and process breakdowns across a multi-million-user SaaS platform, improving the meter technical details workflow and reducing SLA from 100 days to 10 days.
- Collaborated with Product, Engineering, Finance, and Operations teams to define key metrics, validate data reliability, and enhance forecasting accuracy for cost and operational KPIs.
- Built and maintained dashboards in Power BI and Looker to track performance, efficiency, and asset installation costs, increasing leadership visibility and improving decision-making speed by 60% within two months.
- Designed and implemented a data-driven optimisation model using JustCall and Google Analytics, improving workflow efficiency from 42% to 100%, and enabling department managers to track KPIs with significantly greater accuracy.
- Contributed to £2M per month in operational savings through analytical recommendations and process improvements, using Databricks dashboarding and Looker to identify cost drivers and optimisation opportunities.

Sainsbury's

Food Analyst

10.2022 – 02.2024

London, United Kingdom

- Conducted deep-dive data analysis on user and operational workflows, identifying inefficiencies and recommending improvements that reduced task times by 80%.
- Built internal performance dashboards and reports to improve data transparency and enable more accurate cost and performance evaluation across operations teams while improving efficiency to 100%
- Trained 20+ new employees on new mobile applications and food safety standards, improving operational consistency and contributing to a 20% increase in turnover.

Bank of America

Quality Assurance Engineer

07.2020 – 08.2022

Gandhinagar, India

- Performed detailed data analysis across 50+ product features, identifying quality issues, cost inefficiencies, and technical anomalies.
- Built BI dashboards and analysed usage data to validate concepts and inform roadmap decisions.
- Identified gaps and improvement opportunities that reduced defects by 80% and increased delivery efficiency by 20%.
- Contributed insights that helped turn a prototype into a \$200K funded product initiative, presenting the business value and technical viability to senior leadership.

Skills

Tools: Microsoft Excel, Python, SQL, Power BI, Looker, Tableau, Dashboarding, API & Data pipeline, JIRA/Confluence

Product Delivery: B2B SaaS product management, Data-driven decision making, Customer insights & problem validation, Workflow optimization, UX fundamentals, PRDs, user stories, release coordination, User-behaviour analytics