

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 <i>MSc. Management of Business Information Technology</i>	09.2022 – 09.2023 <i>London, United Kingdom</i>
Dhirubhai Ambani University <i>B.Tech Information and Communication Technology</i>	08.2016 – 06.2020 <i>Gujarat, India</i>

Experience

Octopus Energy Services <i>Business Analyst</i>	02.2024 – <i>Brighton, United Kingdom</i>
• 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 <i>Food Analyst</i>	10.2022 – 02.2024 <i>London, United Kingdom</i>
• 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 <i>Quality Assurance Engineer</i>	07.2020 – 08.2022 <i>Gandhinagar, India</i>
• 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