

# MOUNISH MESA

Data Analyst | Business Intelligence | Operations Analysis  
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## PROFESSIONAL SUMMARY

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Data Analyst with 2+ years of experience delivering interactive Power BI dashboards, KPI reporting, and actionable insights across operations and logistics. Proven ability to extract, clean, and analyse large datasets using SQL and Python, translating complex data into clear, practical recommendations that drive operational efficiency. Experienced in championing data-driven culture, training stakeholders on dashboard usage, and ensuring data governance compliance.

## CORE COMPETENCIES

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- Data Extraction, Cleaning & Analysis
- SQL Query Development & Data Manipulation
- Interactive Dashboards & KPI Reporting
- Trend & Pattern Analysis
- Power BI (DAX, Data Modelling)
- Python (Pandas, NumPy)
- Data Governance & GDPR Compliance
- Stakeholder Training & Enablement
- Data-Driven Recommendations
- Report Automation & Generation

## PROFESSIONAL EXPERIENCE

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### Business Analyst intern

The Creations Club | London, England | Oct 2023 - Apr 2024

- Designed and delivered interactive Power BI dashboards for KPI reporting, providing real-time visibility into business performance metrics and enabling data-driven decision-making across departments
- Extracted, cleaned, and analysed customer and operational datasets using SQL queries to uncover trends, patterns, and actionable insights supporting business strategy
- Created automated data extraction processes using SQL and Python, reducing manual data processing time by 20%
- Collaborated with service managers and stakeholders to translate business questions into clear, practical recommendations that improved operational efficiency
- Trained internal team members on dashboard usage and data interpretation, championing a data-driven culture within the organisation
- Supported data governance compliance by implementing data validation procedures and ensuring adherence to data-sharing protocols

### Transportation Specialist

Amazon | Hyderabad, India | Nov 2021 - Jan 2023

- Extracted, cleaned, and analysed transportation and logistics datasets (1M+ records) using SQL to identify operational improvement opportunities and ensure data accuracy
- Built interactive Power BI dashboards and KPI reports to monitor delivery performance, enabling trend analysis and hotspot identification across regional operations
- Conducted trend and pattern analysis on delivery data, identifying geographic hotspots and thematic patterns to support operational planning
- Created exception reports and alerting systems to highlight operational issues requiring immediate attention
- Advised on system configuration improvements and recommended enhancements to data collection processes, improving data quality and reporting accuracy
- Collaborated with operations teams to provide data-driven recommendations for process improvements
- Ensured compliance with internal data governance standards and protocols when handling sensitive operational datasets

### Operations Analyst

IDA Automation Private Limited | Bangalore, India | Mar 2021 - Nov 2021

- Processed and analysed operational datasets to identify trends, patterns, and performance insights
- Developed Python scripts for data automation, significantly reducing manual data entry and processing time
- Created reports and visualisations using Power BI and Excel to track operational KPIs and performance indicators
- Recommended and implemented enhancements to data collection processes, reducing errors and improving data reliability for downstream analysis
- Performed data cleaning and validation procedures to ensure accuracy, reliability, and compliance with data quality standards
- Generated routine and ad-hoc reports for management, summarising key operational insights and actionable recommendations

## EDUCATION & TRAINING

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**Master of Science - Project Management** | Coventry University | Jan 2023 - Sep 2024 | Distinction

**Bachelor of Vocational Studies - Travel Management** | Central University of Andhra Pradesh | 2018 - 2021 | Grade A

- Relevant Coursework: Business Analysis, Research Methodology, Research Methods, Strategic Planning, Risk Management, Stakeholder Management, Quality and Change Control, Project Planning and Budgeting
- Investigating the impact of user experience (UX) design on customer satisfaction and loyalty in e-commerce Research examined how UX design elements (navigation, search functionality, product information) influence customer satisfaction and loyalty in online retail through quantitative analysis of 117 e-commerce users.

## TECHNICAL SKILLS

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- **Data Analysis Tools:** SQL (MSSQL, MySQL), Python (Pandas, NumPy), Advanced Excel (Pivot Tables, VLOOKUP, Power Query)
- **Visualisation:** Power BI (DAX, Data Modeling, Interactive Dashboards, KPI Reporting), Excel Charts and Graphs
- **Databases:** Microsoft SQL Server, MySQL
- **Additional:** Data Governance, GDPR Compliance, Data Validation & Quality Assurance, Microsoft Office Suite

## ADDITIONAL SKILLS

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- **Languages:** English (Fluent), Telugu (Native), Hindi (Conversational)
- **Soft Skills:** Problem-solving, Attention to Detail, Stakeholder Communication, Analytical Thinking