V Krishna Kumar
Senior Analyst
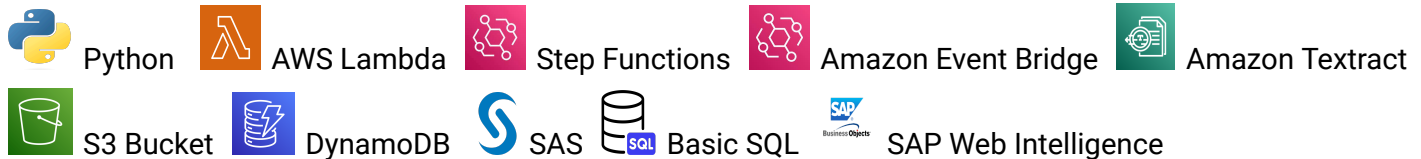
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ABOUT ME

As a Senior Analyst at Empower, I leverage my extensive expertise in IT and data analytics to drive impactful solutions. My journey began as an IT Analyst at TCS, where I specialized in SAP Business Objects, Tableau, and SQL. I hold a PGDM in Big Data Analytics from the Goa Institute of Management, with proficiency in Python, SAS, and Power BI. During my tenure at Empower, I excelled in an internship where I developed an NLP model for form rejection analysis, resulting in a 67% increase in productivity. I have led several automation initiatives, including automating the tax reporting process, saving 45 minutes of manual work daily, and streamlining Salesforce SR creation, saving 5 minutes per request. Promoted for my excellence, I am adept at using AWS Lambda for automating various processes, such as payment registry systems and PDF data extraction with Amazon Textract. My passion for innovation and efficiency continues to drive my contributions in the field of IT and data analytics.

SKILLS

Python · AWS Lambda · Step Functions · Amazon Event Bridge · Amazon Textract · S3 Bucket · DynamoDB · SAS · Basic SQL · SAP Web Intelligence

PROFESSIONAL EXPERIENCE

Empower, Bangalore, IN
Senior Analyst
Aug 2023–Present

- Automated payment registry systems, saving 30 mins of manual effort daily and increasing overall efficiency.
- Automated email extraction using Graph API, generating reports and saving 2 hours daily through streamlined processing.
- Utilized Amazon Textract to extract table information from PDFs, converting into Excel, saving 1 hour daily.
- Deployed multiple Python jobs in AWS Lambda, enhancing automation and reducing manual intervention.

Empower, Bangalore, IN
Analyst
Jul 2021–Aug 2023

- Led automation of tax reporting process using SAS and Python, saving 45 minutes daily and $30,000 annually in vendor costs.
- Automated email deletion from team mailbox with Python, reducing administrative overhead by 30 minutes monthly.
- Automated Salesforce service request creation with Python, saving 5 minutes per request and improving response times.
- Automated email attachment downloads and Excel formatting, saving 2 hours daily and enhancing data processing efficiency.
- Created and implemented multiple SAS reports per user requirements, improving data accessibility and decision-making.

Empower, Bangalore, IN
Intern

May 2020–Sep 2020

- Leveraged Topic Modeling to classify unstructured text, then built a logistic regression model achieving 80% accuracy, used for new data classification.
- Developed a Tableau dashboard to visualize findings, identifying reasons for forms labeled as Not In Good Order (NIGO).
- Provided actionable recommendations based on insights, reducing form rejection rates and improving processing efficiency.

TCS, Chennai, IN
IT Analyst

Nov 2014–Aug 2019

- Liaised with clients to gather and update requirements, ensuring project alignment with client needs.
- Developed and customized reports per client specifications, enhancing data accuracy and usability.
- Analyzed and presented data, identifying and reporting discrepancies to clients for resolution.
- Supervised a team of 2 associates, ensuring timely and accurate task completion, boosting team efficiency by 20%.
- Automated Time-Sheet report generation, saving 15 minutes daily and improving reporting efficiency.
- Developed an incident data dashboard, aiding management and client presentations, improving decision-making processes.

AWARDS

- Received multiple recognitions for work at Empower
- Won "VIP" award for automating the tax reporting process, saving 45 minutes of manual efforts per day
- Won "Best Team" award for customer satisfaction at TCS
- Won "On the Spot" award for dedication and sincerity at TCS

EDUCATION

Goa Institute of Management, Goa, IN
PGDM (Big Data Analytics) (CGPA: 6.33/8)

2019 - 2021

SRM University, Chennai, IN
B.Tech (Mechanical) (CGPA: 9.066/10)

2010 - 2014