NACHIAPPAN N.N

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PROFILE SNAPSHOT

- Skilled **Data Analyst** having around 2.5+ years of experience in providing data analytics solutions for many challenging business problems using advanced analytics and data visualization techniques.
- Experienced in managing projects in all aspects of the Agile software development lifecycle towards the delivery of successful business solutions.
- Hands on experience in Data collection, Data management, Data Extraction and Data transformation using **Microsoft SQL Server, Python, PostgreSQL**.
- Experienced in Interpreting the transformed data using various Data Visualization tools using **Microsoft Power BI and MS Excel** that allowed business users to gain a quick understanding of the data.
- Work experience in creating pipelines using **Azure Data Factory** and setting up refreshes for the Production SSAS models by scheduling **Azure runbooks** using azure automation.
- Energetic presenter and good communicator in sharing the results to the end users and making them understand the data more efficiently.
- Constantly upgrading myself in learning the latest tools and technologies involved in the industry.
- Solved 350+ problems in GeeksforGeeks using Data structures such as Arrays, Linked Lists, Stack, Queues, Trees etc. exhibiting strong problem solving, critical thinking skills and providing optimized and effective solutions.

EDUCATION

M.Tech., Data Science and Engineering   *May 2023 - May 2025*
BITS Pilani, Work Integrated Learning Programme
B.E., Computer Science and Engineering   *Jun 2017 - May 2021*
SSN College of Engineering, Chennai

CORE COMPETENCIES

- **Database: MS SQL Server, PostgreSQL**
- **Visualization: MS Power BI, MS Excel**
- **Programming Language: Python**
- **Data Analytics: Data Cleansing, Data Validation, Data Transformation**
- **Data Interpretation, Data Visualization**
- **Problem Solving, Critical Thinking**
- **Azure ADF, Azure Automation**
- **STRIIM Integration services**

NOTABLE ACHIEVEMENTS

- Analyzed customer call data and segmented call Intents into various segments based on their call reasons which helped in identifying the actual reasons behind the calls and extracted the overall customer journey from the IVR system and analyzed most frequent nodes visited.
- Reduced 5% of total calls from customers who have been calling with more than one active Loan number by implementing a new feature in the existing IVR system to track the total loans of the customers at the time of their call.

WORK EXPERIENCE

Mr. Cooper, Chennai: Quantitative Analyst I   *Sep 2022 – Present*

Responsible for delivering valuable insights for data analytics projects and maintaining PBI dashboards.

- Involved in various Call center related projects and other data analysis use-cases.
- Gathered client requirements and formulated SQL queries resulting in a 20% reduction in data retrieval time and improved overall system efficiency.
- Transformed the data to a structured format.
- Rectified various errors present in the data by 100% through various stages of data transformation.
- Prepared key insights from the data and presented them using Power BI/ Excel Dashboards to the clients.
- Migrated the required Excel reports to Power BI with all the visuals, slicers and formatting.
- Scheduled Power BI refresh for all the reports via Azure Automation Account by creating Azure Runbooks.
- Investigated all the Power BI reports and other SQL jobs regularly.
- Developed SSAS Models using Visual Studio and created various tables and measures required and published the model to Analysis server.
- Reduced 5% of calls from customers who tried reaching an agent by suggesting the implementation of a new feature in the existing system.
- Tuned the SQL queries for better performance by limiting the run time by 2 seconds.

Likewize, Chennai: Graduate Engineer Trainee   *Jun 2021 – Aug 2022*

Responsible for maintaining various SQL jobs and Power BI Reports for client projects.

- Worked on various SQL Queries based on the project requirements.
- Developed Power BI reports for different business requirements and published them into the Power BI Service.
- Imported the data from various sources like Excel and SQL Server then Transformed the data as per the dashboard requirements using Query Editor.
- Added the Dax Calculated columns and Dax Measures as per the requirements.
- Implemented Pipelines in Azure Data Factory and Generated sample Text Files using SQL Query.
- Integrated and Transformed Data from Source to Target Databases using STRIIM Applications.

ACADEMIC ACHIEVEMENTS

- Achieved centum in English in Class X State Board Exam.
- Awarded a cash prize from Educational Minister of Tamil Nadu for securing 496/500 in Class X.
- Honored a medal for scoring highest marks in Mathematics in Class 12 State Board Exam.

OTHER RELEVANT INFORMATION

- Experience in Platforms AZURE (Data Factories, SQL Databases)
- Ability to perform at a high level, meet deadlines, and adapt to ever changing priorities. Learning new technologies.
- Good analytical, Interpersonal and Communication skills, fast learner, hardworking and good team player
- **Awards:** Best Rookie Award—*Likewize* (2021)