

Ruchika Giri *Sr. Analyst*

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Profile

Data Analyst with 3+ years of experience delivering end-to-end analytical and business intelligence (BI) solutions to drive strategic decision-making. Proficient in Power BI, SQL, and Python, with expertise in ETL, data warehousing, and interactive dashboard development. Skilled in A/B testing, dimensional modeling, and translating client needs into actionable insights. Adept at managing client relationships, leading project teams, and delivering scalable solutions. Familiar with cloud platforms like Azure and AWS, and experienced in data performance optimization and visualization for enterprise applications.

Professional Experience

Sr. Analyst, Capgemini

11/2021 – 04/2025 | Gurugram

- Designed and developed interactive Power BI dashboards to track KPIs, reducing manual reporting time by 30%.
- Translated client needs into business and technical requirements, building data models using M-Query aligned with data warehousing principles.
- Led project delivery for ETL processes, from data integration to visualization.
- Collaborated with cross-functional stakeholders to create ad-hoc analysis and business reporting aligned with campaign strategies.
- Implemented row-level security and optimized OLAP structures for data confidentiality and performance.
- Supported data architecture initiatives using best practices in code versioning, performance tuning, and data flow design.

Key Achievements:

- Delivered insights that improved marketing campaign effectiveness by 25%.
- Created KPI scorecards and dimensional models, enabling clients to make informed decisions.
- Strengthened BI strategy by integrating principles of performance optimization and query efficiency.

Skills

- Data Analytics & Visualization:** Power BI (DAX, Power Query, Data Modeling, KPI Scorecards), Advanced Excel, Macros
- Programming & Databases:** SQL (MySQL, PostgreSQL), Python (Pandas, NumPy, Matplotlib, Seaborn)
- Reporting & BI Tools:** Power BI Service, Jupyter Notebook, Excel Dashboards
- Testing & Tools:** JMeter, Postman, Git, Bitbucket
- Cloud Platforms:** Google Cloud Platform (GCP), Microsoft Azure
- Data Management:** Data Cleaning, Validation, Transformation, ETL Processes
- Industry Knowledge:** Telecom Network Services, VMware Hardware Certification
- Soft Skills:** Client Communication, Team Collaboration, Requirement Gathering, Problem Solving

Projects

VMware Business Intelligence Enhancements

Role: BI Analyst

Tools: Power BI, SQL, Excel

Responsibilities:-

- Developed Power BI dashboards to track case volumes, SLA compliance, reopened cases, and keyword accuracy.
- Applied Row-Level Security (RLS) to create personalized dashboards for team members and summarized views for managers.
- Designed SLA performance KPIs based on case resolution timelines excluding holidays/weekends.
- Implemented charts to analyze relationships between case type and category, and to track keyword usage trends.
- Integrated feedback ratings from partners into the dashboard as a review card to evaluate case owner performance.
- Streamlined reporting to reduce manual data processing and increase visibility into team and individual performance.

HNS – Hughes Network Systems

Client:

American Telecom Company

Role: Data Analyst

Tools: Excel, SQL, JMeter

Responsibilities:-

- Generated weekly reports on plan sales across different U.S. cities to help analyze market trends and support strategic decisions.
- Used JMeter to perform load testing on reporting processes, ensuring performance under high data volumes.

Education

Kashi Institute of Technology, Mirzamurad

08/2017 – 08/2021 | Varanasi, India

Bachelor of Technology (Hons.)

Percentage: 78 %

Certificates

- Google Data Analytics Professional Certificate
- Power BI Certification (Coursera & Udemy)

ADDITIONAL INFORMATION

- Languages: English, Hindi
- Availability: Open to relocation or remote opportunities