PRAJJWAL SILWAL

BUSINESS INTELLIGENCE (BI) ANALYST

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PROFESSIONAL SUMMARY

Business Intelligence (BI) Analyst & Technical Lead with over two years of experience in bridging business intelligence and IT systems management. Specializes in engineering automated reporting pipelines and dashboards using SQL, Power BI, and Python, supported by a technical foundation in hardware lifecycle management, network security, and custom scripting. Consistently streamlines technical operations and accelerates reporting cycles to reduce operational downtime and drive scalable business solutions.

TECHNICAL SKILLS

- **Data Analysis & Visualization:** SQL (CTEs, Window Functions, ETL), Power BI (DAX, Star/Snowflake Modeling), Python (pandas, NumPy), Tableau, Excel (Power Query).
- **IT Systems & Administration:** Hardware Lifecycle Management, Virtualization (UTM, Parallels), OS Deployment (Windows/Linux), Network Security.
- **Business Analysis:** Stakeholder Communication, Requirements Gathering, Cross-Functional Collaboration, Financial Forecasting, Variance Analysis.
- **Soft Skills:** Critical Thinking, Problem Solving, Adaptability, Time Management, Active Listening, Executive Presentation, Attention to Detail, Independent Project Management, Curiosity

PROFESSIONAL EXPERIENCE

BUSINESS INTELLIGENCE (BI) ANALYST | CONSULTANT (INDEPENDENT)   SEP 2023 - Present

- **Architected** end-to-end **Power BI** reporting ecosystems integrated with **SQL Server and Azure Data Lake**, reducing reporting turnaround times by **15%** for multiple business units.
- **Optimized** semantic models by designing robust **Star-Schemas** and tuning complex **DAX calculations**, slashing dashboard load times by 35% to ensure **high-performance analytics** at scale.
- **Engineered** automated **SQL and Power Query** pipelines to replace manual data entry, saving **12+ hours** of labor weekly while **standardizing KPI logic** for consistent stakeholder reporting
- **Enabled** data-driven decision-making by conducting **variance analysis** and **regression forecasting** within **Power BI,** identifying cost leakages that decreased quarterly budget deviations by **20%**.

TECHNICAL ANALYST AND SUPPORT LEAD | CONTRACT   JAN 2022 – Aug 2023

- **Managed** end-to-end IT support and hardware lifecycles for 20+ remote and local clients, deploying operating systems and cross-platform virtual environments (UTM, Parallels) to reduce system downtime by an average of 15%.
- **Automated** Python web scraping scripts to extract, clean, and compile local business data, processing 500+ directory records to support client outreach and market analysis.
- **Developed** custom diagnostic workflows using Python and SQL to track performance metrics across 30+ endpoints, visualizing the data in Power BI to proactively identify hardware bottlenecks and cut troubleshooting time by 20%.
- **Executed** hardware repairs, component upgrades, and thermal optimizations for high-performance mobile workstations, maintaining a 95% first-time fix rate and extending average device lifespans by 1–2 years.

CERTIFICATE

- GOOGLE DATA ANALYTICS CERTIFICATE
- GOOGLE IT SUPPORT CERTIFICATE

EDUCATION

UNIVERSITY OF LOUISIANA AT MONROE   **Monroe, LA**
Completed 100+ Credit Hours B.S Mathematics, Computer Science   **JAN 2019 – MAY 2023**
Relevant Coursework: Statistics, Calculus, Linear Algebra, Data Modeling, Probability