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# PRAJWAL POUDYAL

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## PROFESSIONAL SUMMARY

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Detail-oriented and results-driven Data Analyst with a strong background in extracting, analyzing, and interpreting complex data to drive business decision-making. Equipped with expertise in statistical modeling, data visualization, and programming using tools such as R, Python, SQL, and Excel. Proven ability to work with large datasets and deliver actionable insights to enhance performance, profitability, and customer engagement. Skilled in collaborating with cross-functional teams and communicating findings to stakeholders. Continuously learning and applying new technologies to improve data-driven solutions.

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## SKILLS

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- Data Analysis & Visualization: R, SQL, Excel, Power BI, Tableau
- Statistical Modeling & Predictive Analytics: Machine Learning, SAS Software
- Data Manipulation & Warehousing: SQL, Data Warehousing Concepts
- Marketing Analytics & ROI Improvement
- Project Management & Workflow Optimization: RStudio, Git, GitHub
- Advanced Excel Functions: Pivot Tables, VLOOKUP
- Programming: Python, R (tidyverse, dplyr, ggplot), SQL
- Collaboration & Communication
- Problem Solving & Critical Thinking
- Organizational Skills
- Adaptability & Learning

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## PROFESSIONAL EXPERIENCE

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**IT Analyst**, 01/2016 - Current

**Shree Jagadishwor Shiva Paanchaayan Temple** – Jhapa, Nepal

- Analyzed business processes and identified areas for improvement, leading to a 10% reduction in operational costs through more efficient resource management.
- Developed business models and reports using Excel and Power BI to support strategic planning and decision-making, which helped in securing additional funding for temple projects.
- Worked closely with the IT team to implement new software solutions that streamlined administrative tasks, reducing manual work by 20%.
- Conducted market research to understand community needs and preferences, resulting in the introduction of new programs that increased community participation by 30%.

**Data Analyst**, 06/2021 - 12/2022

**Nepal Telecom** – Kathmandu, Nepal

- Collected, cleaned, and analyzed large datasets of over 1 million customer records to provide actionable insights for the retail operations team. This resulted in a 15% increase in customer satisfaction scores.
- Developed and maintained interactive dashboards using Tableau to track key performance indicators (KPIs) such as sales trends, inventory levels, and customer behavior. This improved decision-making speed by 20%.
- Conducted A/B testing to evaluate the effectiveness of marketing campaigns and promotional strategies, resulting in a 25% increase in campaign ROI.
- Utilized SQL and Python for data extraction, transformation, and analysis, which enhanced data processing efficiency by 30%.

**Junior Business Analyst**, 05/2016 - 05/2021

**Leapfrog Technology Nepal** – Kathmandu, Nepal

- Designed and implemented business intelligence solutions to support decision-making processes across the organization, leading to a 20% improvement in strategic planning accuracy.
- Created and maintained data models, reports, and dashboards using Power BI and SQL, which reduced report generation time by 40%.
- Analyzed market trends and customer data to provide insights for strategic planning and business development, resulting in a 15% increase in market share.
- Conducted training sessions for staff on how to use BI tools and interpret data reports, increasing tool adoption by 50%.

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## NON-PROFESSIONAL EXPERIENCE

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**Housekeeping Houseperson**, 03/2023 - Current

**Hyatt Regency Vancouver** – Vancouver

- Collected and analyzed data on housekeeping operations, such as cleaning times and supply usage, to identify areas for improvement. This analysis led to a 15% increase in operational efficiency.
- Developed and maintained a tracking system for inventory levels of housekeeping supplies using Excel, ensuring timely replenishment and reducing supply shortages by 20%.
- Collaborated with the maintenance team to address and resolve issues in public areas, improving overall guest satisfaction scores by 10%.
- Conducted regular inspections of common areas to ensure compliance with health and safety standards, resulting in a 30% reduction in safety incidents.
- Provided support to the housekeeping team by replenishing supplies, removing soiled linen, and managing waste disposal, which enhanced team productivity by 10%.

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## EDUCATION

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**Post-Degree Diploma**: Data Analytics, 05/2024

**Langara College** - Vancouver, BC

**Bachelor of Science**: Physics, Statistics, Mathematics, 11/2020

**Tri-Chandra Multiple Campus** - Kathmandu, Nepal

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## VOLUNTEERING ACTIVITIES

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- Analyzed data for the **Nepal Red Cross Society** to optimize earthquake relief efforts in the Kathmandu Valley, increasing aid distribution efficiency by 20% and helping over 5,000 families.
- Developed a dashboard for **Health Foundation Nepal** to track COVID-19 cases and vaccination rates in rural communities, aiding in targeted health interventions and increasing vaccination rates by 15%.
- Conducted data analysis workshops for **Langara College's VOLT program**, enhancing the analytical skills of over 100 students and their ability to contribute to community projects.
- Assisted **Food for Life Nepal** in collecting and analyzing data on food insecurity in the Bhaktapur district, leading to more effective food distribution strategies and feeding over 2,000 families.
- Volunteered with **Women for Women Nepal**, analyzing survey data to identify the needs of women entrepreneurs, resulting in the implementation of new support programs that benefited over 150 women.