Puja Kumari

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Career Objective

Data-driven professional experienced in multi-system data analysis, process optimisation, and root cause investigation across healthcare and startup environments. Currently analyse cross-platform insurance data at **Sagility**, identifying trends and operational inefficiencies. Proficient in **SQL**, **Python**, and **Excel**, with applied analytics projects across multiple business domains. Looking to contribute as a Junior Data Analyst.

Technical Skills

- **Programming & Databases:** Python, SQL, PostgreSQL
- **Data Analysis & Visualisation:** Pandas, NumPy, Matplotlib, Seaborn, Exploratory Data Analysis (EDA)
- **Tools:** Microsoft Excel (Advanced), Power Query, Power Pivot, Jupyter Notebook, Google Colab

Technical Projects

1. Hospital Emergency Room Dashboard   *Excel · Power Query · Power Pivot · KPIs*
- Built an end-to-end interactive Excel dashboard analysing ER operations — patient volume trends, wait times, satisfaction scores, and department-wise referrals.
- Cleaned data using Power Query; modelled with Power Pivot to create calculated KPIs; designed interactive slicers for age/gender and timeliness breakdowns.

2. Airline Revenue & Occupancy Optimization Analysis   *Python · SQL · SQLite · Pandas · Seaborn*
- Queried SQLite database using integrated SQL & Python to analyse seat capacity, fare class performance, and occupancy rates across aircraft types.
- Demonstrated that a 10% occupancy increase yields proportional revenue uplift; identified route frequency as a stronger revenue driver than fleet size.

3. Hotel Booking Cancellation Analysis   *Python · Pandas · Matplotlib · Seaborn · EDA*
- Performed end-to-end EDA on hotel bookings dataset — bookings 160+ days in advance cancel at 55%+; Group segment cancels at ~62%; higher ADR correlates with cancellation.
- Created actionable insights for revenue forecasting, booking strategy optimisation, and dynamic pricing decisions.

4. Apple Retail Sales Performance Analysis (1M+ Rows)   *SQL · PostgreSQL · CTEs · Window Functions*
- Analysed 1M+ rows using advanced SQL (CTEs, window functions, complex joins) across Easy to Bonus-level challenges on a real retail dataset.
- Key finding: 75%+ of sales occur post-18-month launch window; Accessories show highest warranty claim frequency despite strong sales volume.

5. Excel VBA Automation Suite   *Excel · VBA · Macros · UserForms · Dynamic Ranges*
- Built 7 end-to-end VBA automation projects covering data cleaning, dynamic SUM formulas, multi-sheet formatting, and Yearly Report consolidation.
- Designed interactive UserForms with event-based logic and auto-launch on open; built multi-file text import automation using File Picker dialogs.

Work Experience

Sagility — Process Consultant   Aug'25 – Present
- Analyse **50+ daily insurance claim cases** to identify recurring denial trends and billing discrepancies.
- Cross-reference structured data across **7+ insurance systems** to validate eligibility, coding, and payment accuracy.
- Deliver clear, data-backed insights to **100+ healthcare providers** for payment reconciliation and issue resolution.

OByZero — Intern – Founder's Office   Jul'25 – Aug'25
- Structured and maintained inventory datasets in **Excel and Google Sheets** for real-time stock monitoring.
- Analysed detailed sales performance across multiple platforms, contributing to **250+** units sold in a single campaign.
- Monitored e-commerce product listings and tracked post-launch performance metrics across online platforms.

Certifications & Achievements

HackerRank SQL (Advanced · Intermediate · Basic) | LeetCode SQL 50 Badge | InterviewBit SQL Track (100%)
Udemy – Microsoft Excel: Beginner to Expert | Advanced Excel Data Visualisation | Python for Data Analysis

Education

Indira Gandhi National Open University (IGNOU)   2025 - Present
Master of Arts (MA): English Language and Literature, General

Magadh University   2019
Bachelor of Arts (BA): English Language and Literature, General