

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 and Databases:** Python, SQL, PostgreSQL | **Automation:** Excel VBA, Macros, UserForms
- **Data Analysis and Visualisation:** Pandas, NumPy, Matplotlib, Seaborn, Charts, Exploratory Data Analysis (EDA)
- **Tools:** Microsoft Excel (Beginner to Advanced), PowerBI, Power Query, Power Pivot, Jupyter Notebook, Google Colab

Data Analytics Projects

Airline Revenue & Occupancy Optimization

GitHub

- Used **Python**(Pandas) for data cleaning & analysis; **SQL** for querying and extracting real world airline operational data.
- Conducted EDA using **Matplotlib & Seaborn** — **bar charts** for fare class comparison and seating capacity analysis, **line charts** for revenue and booking trends, and **box plots** and **pie charts** for occupancy rate distribution across aircraft types.

Hotel Booking Cancellation Analysis

GitHub

- Cleaned and analysed real world hotel bookings data from **kaggle** dataset using **Pandas**; performed market segmentation, lead time bucketing, and Average Daily Rate analysis to uncover key cancellation drivers across booking patterns.
- Visualised findings using **Matplotlib & Seaborn** — identified Group market segment cancels at ~62%, bookings done 160+ days in advance cancels at 55%+, and ADR-cancellation correlation to support dynamic pricing and revenue forecasting.

Apple Retail Sales Analysis (1M+ Rows)

GitHub

- Analysed 1M+ rows of retail data using advanced **SQL** — **CTEs**, **window functions**, and **complex joins**, optimised query performance by creating **indexes** — solved multi-level business questions from basic, advanced to bonus difficulty.
- Executed and analysed queries using **pgAdmin** — uncovered that 75%+ of sales occur post-18-month launch window and Accessories carry the highest warranty claim frequency, providing key signals for inventory and quality planning.

Hospital Emergency Room Dashboard

GitHub

- Cleaned and transformed raw data using **Power Query**; modelled with **Power Pivot** to build calculated **KPIs** tracking ER patient volume, wait times, patient satisfaction scores, admission vs non-admission rates and department referrals.
- Built an end-to-end interactive **Excel dashboard** with slicers for age, gender, and timeliness breakdowns — enabling non-technical stakeholders to monitor Emergency room performance and make data-driven operational decisions.

Excel VBA Automation Suite

LinkedIn

- Built 7 end-to-end **Excel VBA** automation projects using **Macros**, **UserForms & Dynamic Ranges** — data cleaning, dynamic formula generation, multi-sheet formatting, automated Yearly Report consolidation, interactive **userForms** with event-based logic and multi-file import tool using File Picker dialogs with error handling and performance optimisations.

Work Experience

Sagility — Process Consultant

Aug'25 – Present

- Analyse **50+ daily insurance claims** to identify recurring denial trends and billing issues, enabling process improvement
- Cross-reference structured user data across **7+ insurance systems** to validate eligibility, coding, and payment accuracy
- Delivered clear data-backed insights to **100+ healthcare providers** for payment reconciliation and issue clarification.

OByZero — Intern – Founder's Office

Jul'25 – Aug'25

- Structured and maintained inventory datasets in **Excel and Google Sheets** for real-time inventory stock monitoring.
- Analysed detailed sales performance across multiple platforms, contributing to **250+** units sold in a single offline campaign.
- Monitored product listing data across **Shopify & Flipkart**, ensuring consistency and accuracy across e-commerce platforms.

Certifications & Achievements

HackerRank SQL (Advanced · Intermediate · Basic) | LeetCode SQL 50 Badge | InterviewBit SQL Programming (100%)

Udemy – Microsoft Excel: Beginner to Expert | Advanced Microsoft Excel Data Visualisation | Python for Data Analysis

Education

Indira Gandhi National Open University (IGNOU)

2021 – Present (Expected 2026)

Master of Arts (MA): English Language and Literature, General

Magadh University

2019

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