

# RAVI RAJ

## Lead Analyst

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Seasoned analytics leader with **9+ years of experience enabling data-driven decision-making** in fast-paced environments. Skilled in **partnering with stakeholders** to understand their goals and challenges, and empowering them with high-impact **BI dashboards** and **self-service data products**. Proven track record in leading and mentoring data teams, spearheading analytics projects, and **translating complex insights into compelling data stories** that drive strategic decisions and deliver measurable business value.

## SKILLS

- **Leadership** | Stakeholder Management, Data Strategy, Mentoring & Coaching, Team Leadership
- **Data Analysis & ETL** | SQL, R, Python, Airflow, dbt
- **Business Intelligence & Data Storytelling** | Tableau, Looker Studio, Qlik Sense
- **Soft Skills** | Effective Communication, Design Thinking, Creative Problem Solving

## EXPERIENCE

### Just Eat Takeaway.com

Amsterdam, NL

● Lead Analyst

Nov 2023 - Present

● Senior Analyst

Nov 2021 - Oct 2023

At Just Eat Takeaway.com, a leading global online food delivery marketplace, I am part of the central data and analytics team. In this role, I collaborate closely with stakeholders to facilitate data-driven decision-making, drive data democratization through effective data models and business intelligence dashboards, and support business performance management by delivering actionable insights.

Additionally, I lead people-centric initiatives focused on positioning the company as a top employer.

#### Key Achievements:

- Delivered an intuitive and data-driven business performance management solution that significantly **improved time-to-insights** and **operational efficiency**.
- Proactively developed a **self-service analytics solution** that replaced 20+ dashboards, driving data democratization and enabling business users to collaborate using a common data language.
- Optimized legacy data pipelines, **reducing platform costs by over 60%** and improving performance.
- Successfully **led the migration of 100+ data products** from AWS to GCP with **zero incidents**.
- Designed and implemented a job rotation program for data analysts, **fostering internal talent growth**.

### Novartis

Hyderabad, IN

● Analytics Manager

Sep 2021 - Oct 2021

● Senior Analyst

Jun 2019 - Aug 2021

Novartis is a global pharmaceutical company. As part of the in-house consultancy function, I partnered with stakeholders to identify the key business challenges and translated them into effective analytics solutions. I led a team of analysts in developing data marts, designing dashboards, and automating business processes, all while ensuring timely execution through a well-structured roadmap.

Additionally, I led the capability-building team, focusing on mentoring and coaching junior analysts.

#### Key Achievements:

- Designed and delivered an innovative data product, providing **actionable insights** and **personalized recommendations** to over 5,500 business users globally, generating significant business impact.
- **Led a cross-functional project** to create an analytics solution that **optimized workload management** for the operations teams, **improving operational efficiency**.
- Developed a comprehensive data quality monitoring solution, **reducing recurring data quality issues by over 35%**, significantly improving the accuracy and reliability of key business metrics.
- Automated business processes, resulting in a **productivity gain of over 1,800 hours annually**.
- Spearheaded the development of a scalable digital solution using Microsoft Power Platform, replacing error-prone Excel-based data collection processes, **driving digital transformation**.
- **Mentored and coached 11 junior analysts** through cohort-based programs, enhancing their technical skills in SQL, Alteryx, and Qlik Sense, and improving their ability to deliver high-impact insights.

## 1Channel

Gurugram, IN

- Manager Jun 2018 - Jun 2019
- Business Analyst Aug 2015 - May 2018

At 1Channel, a SaaS startup focused on salesforce automation and data-driven brand engagement, I built, managed, and mentored a team of 17 FTEs, leading the development of customer-centric data and analytics solutions. I collaborated closely with clients to drive digital transformation and promote data democratization. Additionally, I facilitated data-driven decision-making internally by analyzing platform usage data and presenting actionable insights to the CEO, CTO, and Product Managers.

#### Key Achievements:

- Developed **over 40 business intelligence dashboards**, delivering actionable insights that empowered clients to make data-driven decisions.
- Optimized legacy data pipelines, **improving performance by over 30%**.
- Proactively identified and automated manual business processes, resulting in **productivity gains of over 1,100 hours annually**.
- Designed responsive Qlik Sense mashup templates using HTML, CSS, and JavaScript, enabling my team to easily build **mobile-ready dashboards** and deliver **embedded analytics** to clients.
- Voluntarily took on stretch assignments within the Product Management team, contributing to the design of customer-oriented features and UX improvements that **enhanced platform usability**.

## EDUCATION

### Bachelor of Technology

2011 - 2015

Major: Electronics and Communication Engineering

Dr. A.P.J. Abdul Kalam Technical University

Uttar Pradesh, IN

## LEARNING

- **Digital Product Management and Strategy**  
Growth Tribe, Sep 2023
- **GCP for Data Engineers**  
Just Eat Takeaway.com, Apr 2023
- **Data Storytelling**  
Just Eat Takeaway.com, Jul 2022
- **Design Thinking for Innovation**  
Coursera, May 2021