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PROFESSIONAL SUMMARY

Analytical and outcome-focused Data Analyst with over 3 years of experience transforming raw data into strategic insights that enhance business performance. Adept at designing end-to-end data solutions across Azure and AWS ecosystems from data ingestion and cleansing to advanced analytics and visualization. Skilled in Python, SQL, and Power BI, driving efficiency through automation and scalable ETL pipelines. Proven success in contact-center analytics, Medicaid data warehousing, and financial reporting, enabling data-driven decisions across operations, customer engagement, and healthcare compliance. Hands-on expertise building dashboards and predictive models that reduced manual reporting time, revealed key performance trends, and accelerated executive decision-making. Recognized for bridging business and technical teams, optimizing workflows through process standardization, and maintaining strong data governance aligned with HIPAA and CMS guidelines. Passionate about designing data systems that tell stories, uncover patterns, and empower organizations to act faster with confidence.

TECHNICAL SKILLS

Languages: Python, SQL, R | Tools: Power BI, Azure Data Factory, SSIS, Cognos

Cloud: AWS S3, Azure Synapse, Data Lake | Databases: SQL Server, Oracle, PostgreSQL

Frameworks: PySpark, Pandas, Scikit-Learn | Methods: Agile, CI/CD, HIPAA Compliance

EXPERIENCE

Data Analyst – Dell, Round Rock TX May 2025 – Present

Worked on improving how data is stored, accessed, and visualized across business units to make reporting faster and insights clearer.

Data Analyst – Arvest Bank, Bentonville AR Aug 2024 – May 2025

Focused on combining call-center and customer data to build dashboards and automations that improved service quality and team efficiency.

Software Programmer – Cognizant | Client: Takeda Pharmaceuticals (UK) Jan 2021 – Jul 2022

Helped manage healthcare data pipelines and dashboards supporting research teams with real-time insights for better treatment tracking.

EDUCATION

Master's in Computer and Information Sciences – University of North Texas, May 2024

KEY PROJECTS

Dell – Data Modernization and Performance Project

At Dell, I worked on revamping how data was stored and accessed across multiple systems. I redesigned parts of the database architecture, added indexing, and helped migrate old databases into newer platforms without disrupting business operations. It made the system faster, more reliable, and easier for teams to pull data when they needed it. I also built visual dashboards and maps to help decision-makers see performance across regions at a glance.

Arvest Bank – Customer Insights and Automation Project

During my time at Arvest, I focused on making data talk — pulling information from APIs, cleaning it up, and turning it into clear visuals through Power BI. I built an automated dashboard that showed real-time trends in customer satisfaction and agent performance, which helped management act on issues quickly. I also used Azure Data Factory to tie together call center and CRM data, giving teams a full picture of the customer journey while reducing manual work.

Cognizant / Takeda Pharmaceuticals – Healthcare Analytics Platform

At Cognizant, I was part of a healthcare analytics project that helped doctors and researchers understand breast cancer data better. I set up data pipelines that pulled and cleaned patient records from different hospital systems and created dashboards showing treatment outcomes and success rates. It was fulfilling to see how the analysis supported real clinical decisions and improved visibility into patient progress.