

**Objective** - Dedicated and detail-oriented Data Analyst since August 2024 in generating MIS reports, data analysis, and business intelligence. Adept at leveraging various tools to drive data-driven decision-making and improve organizational efficiency.

## Professional Experience

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### Data Analyst & MIS Executive | KFin Technologies,

Hyderabad, India | 08/2024 – Present.

- Assisted in the preparation of **monthly and quarterly MIS reports** for senior management, ensuring accuracy and timely delivery of business metrics.
- Extracted, cleaned, and analyzed large datasets using **SQL and Excel**, improving data reliability and reporting efficiency.
- Created **dashboards and visual reports** using Excel and BI tools to clearly present trends, KPIs, and performance insights.
- Supported **ad-hoc data requests** by generating custom reports and summaries to meet evolving business requirements.
- Collaborated with cross-functional teams to understand reporting needs and **streamline data workflows**, reducing repetitive manual reporting efforts.

## Skills

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- Technical Skills:** SQL, Excel, Power BI, Basics of Python, Java & C
- Data Analysis:** Data cleaning, data visualization, statistical analysis, predictive modelling
- Reporting:** MIS reporting, dashboard creation
- Soft Skills:** Analytical thinking, attention to detail, problem-solving, communication, teamwork

## Education

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- B.Sc. Computer Science & Statistics** - Nalanda Degree College, Vijayawada | 11/2021 - 06/2024.
- 12<sup>th</sup> Grade** - NRI Jr College, Vijayawada | 2019 – 2021.
- 10<sup>th</sup> Grade** - Sri Vignana Vihara, Vijayawada | 2019.
- Relevant Coursework:** Data Analysis, Database Management, Business Intelligence, Statistics

## Certifications

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- Certified Data Analyst (Microsoft Power-Bi from AIM Technologies)
- JAVA J2EE from Wipro.

## Projects

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### MIS Reporting Dashboard -

- Designed and automated an end-to-end MIS reporting dashboard in Power BI**, reducing manual reporting effort by ~15–20% through dynamic visuals, calculated measures, and scheduled refreshes.
- Integrated, cleaned, and transformed sales data using Power Query**, improving data accuracy and consistency and eliminating repetitive manual data preparation tasks.
- Analyzed sales performance using DAX measures, pivot-style aggregations, and trend analysis**, enabling faster identification of seasonality, growth patterns, and performance gaps.
- Delivered actionable, data-driven insights that supported leadership decision-making** and contributed to improved operational efficiency and revenue tracking.
- Implemented interactive KPI cards, slicers, and filters to enable self-service reporting**, cutting report turnaround time by ~10–15% for stakeholders.

- Developed a Contact Centre Performance Dashboard to monitor daily operational metrics such as answered calls, IVR usage, Average Handling Time (AHT), and call volumes.
- Enabled real-time operational visibility for management to track team performance and service efficiency.
- Built an Email & Ticket Analysis Dashboard to evaluate ticket status, turnaround time (TAT), backlog trends, and agent productivity.
- Identified bottlenecks in response timelines, supporting improvements in service quality and SLA compliance.
- Designed intuitive visualizations to help stakeholders quickly assess workload distribution and performance gaps.

**Pizza Sales Analysis Dashboard | Power BI | SQL | Advanced Excel -**

- Created an interactive sales analysis dashboard showcasing key KPIs including total revenue, average order value (AOV), total orders, pizzas sold, and daily averages.
- Analyzed daily, weekly, and hourly sales trends using bar and line charts to identify peak business hours and high-demand days.
- Built comparative and trend views to evaluate product performance, category contribution, and customer preferences.
- Used slicers and drill-down features to provide layered insights across time periods and product dimensions.
- Delivered insights that could support inventory planning, promotional strategies, and revenue optimization.

**JM Mutual Fund – Operations & Service Analytics | Power BI | SQL | Advanced Excel -**

- Developed Power BI dashboards to track service requests, transaction volumes, and turnaround time (TAT), reducing manual reporting effort by ~15–20%.
- Enabled real-time operational visibility for management, helping improve workload monitoring and daily performance tracking.
- Built service request and grievance analysis dashboards to monitor status, aging, backlog trends, and agent productivity.
- Identified processing bottlenecks and workload imbalance, contributing to ~10–15% improvement in SLA adherence.
- Designed interactive KPIs, slicers, and drill-down views to support faster decision-making and self-service analysis.