

SUBHAM CHOWDHURY

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SUMMARY

Data-driven and detail-oriented Product Analyst with a strong background in market research, data analysis, and product development. Proven ability to translate complex data into actionable recommendations to drive product improvements and optimize business strategies.

EDUCATION

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK

Buffalo, United States

Master of Science, Management Information Systems (STEM) (GPA: 3.67/4.0)

Jun. 2024

Relevant Courses: Predictive Analytics, Healthcare Analytics, Web Analytics for eCommerce

INSTITUTE OF TECHNICAL EDUCATION AND RESEARCH, SIKSHA 'O' ANUSANDHAN UNIVERSITY

Bhubaneswar, India

Bachelor of Technology, Computer Science Engineering

Jul. 2018

EXPERIENCE

BUFFALO NIAGARA MEDICAL CAMPUS INC.

Buffalo, United States

PRODUCT ANALYST

Jan. 2024–Present

- Collaborated with stakeholders to gather business requirements, thereby conducting more than 7k interviews, surveys, and workshops to understand user needs and preferences in lifestyle medicine.
- Analyzed key performance indicators (KPIs) using user feedback and behavior data to optimize user experience.

PAYTM, ONE97 COMMUNICATIONS LIMITED

Bengaluru, India

PRODUCT ANALYST

Dec. 2022–Jun. 2023

- Reduced QR scan-related customer support tickets by 30% through end-to-end process improvements.
- Conducted a cross-functional analysis of refund processes to pinpoint inefficiencies and bottlenecks, leading to the implementation of a streamlined process that slashed refund turnaround time by 63%.

INDEGENE PRIVATE LIMITED

Bengaluru, India

DATA ANALYST

Oct. 2021–Dec. 2022

- Led comprehensive analysis for the **Radicava ORS** drug launch, targeting the rare disease ALS, which included both pre-sales and post-sales phases. This effort contributed significantly to an 85% surge in email customer engagement and a notable increase in patient opt-ins.
- Managed a database of over 10,000 patient records, ensuring 99.5% data completeness and accuracy.
- Diminished data cleaning time by 20% through the implementation of automated data validation processes.
- Assessed patient data to track treatment effectiveness, resulting in a 12% improvement in treatment outcomes over a two-year period.
- Utilized data visualization techniques to develop interactive dashboards, catering to a user base of 1M healthcare professionals, resulting in a 35% reduction in time spent on data retrieval.

COGNIZANT TECHNOLOGY SOLUTIONS PRIVATE LIMITED

Kolkata, India

PROGRAMMER ANALYST

Dec. 2018–Sep. 2021

- Minimized data integration errors by 15% through improved data mapping and transformation processes.
- Evaluated insurance data for risk assessment, conducted market research, created reports, and ensured regulatory compliance through accurate documentation and analysis saving \$110k in revenue.

SKILLS

Analytical Tools: Tableau, PowerBi, MS Excel, Google Analytics, Adobe Analytics

Databases: Oracle, SQL Server, Salesforce, Hive, Starburst, MongoDB

ETL Tools: Informatica Powercenter, Talend, Alteryx

Languages: SQL, Python, R

Soft Skills: Time Management, Critical Thinking, Communication Skills, Problem Solving, Team Collaboration

Other Skills: AWS, Google Sheets, AB Testing, Jira, Confluence