

AKULA VENKATA SUBRAMANYAM

Entry Level Data Analyst

SUMMARY

Results-driven Data Analyst with expertise in Power BI, SQL, and data visualization. Skilled in transforming raw data into actionable insights, optimizing business decisions, and improving operational efficiency. Adept at database management, report generation, and analytics to support data-driven strategies.

WORK EXPERIENCE

Customer Service Associate | Teleperformance

10/2023-02/2025

- Provided exceptional customer service by resolving technical and non-technical inquiries via phone, email, and chat.
- Diagnosed and troubleshooted customer issues, escalating complex problems to L2/L3 support teams when necessary.
- Maintained a high first-call resolution rate by effectively addressing customer concerns and providing timely solutions.
- Documented customer interactions and resolutions in the ticketing system, ensuring accurate and detailed records.

VOLUNTEERING ACTIVITIES & EXTRA CURRICULARS

Finance Manager, CollegeFestival'23

Treasury & Finance Manager

02/2023 – 03/2023

- Managed over 95,000 finances for our college festival
- Built Excel based ledgering system to track 90 and purchase orders
- Saved 9,000 for the College by optimizing the purchase process.

PROJECTS

Hotel Bookings Data Analysis (Power BI)

05/2023 – 09/2023

- Created an interactive Power BI dashboard for hotel booking trends, analyzing occupancy rates, revenue, and customer preferences.
- Connected Power BI to SQL Server to extract, clean, and model data for real-time reporting.
- Optimized dashboard performance through data refresh scheduling and DAX calculations.

Sales Shipments Analysis

08/2023

- Built and optimized Power BI reports for a company dataset with over 9,0000 rows, multiple shipments delivering actionable insights.
- Conducted data cleaning, transformation, and modelling to ensure data accuracy and reliability
- Created interactive dashboards to visualize trends, KPIs, and business performance metrics.
- Implemented DAX calculations and performance optimizations to enhance report efficiency

CONTACT

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SKILLS

Technical skills:

- Python, Pandas, Numpy
- Power BI
- Microsoft Excel, Tableau
- SQL, MongoDB
- PowerPoint & Keynote
- Data visualization, Transformation, modelling and automation
- ETL Concepts

Soft skills:

- Presentation skills
- Public speaking
- Requirement analysis

EDUCATION

Annamacharya Institute of Technology and Science

Computer Science & Engineering
Kadapa, India – 05/2023

- CGPA: 7.59

CERTIFICATIONS

Data Analytics Essentials

cisco Network Academy -02/2025