Sudheer Tanukonda

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TECHNICAL SKILLS

- **Business Intelligence & Visualization**: Power BI Desktop, Power BI Service
- **Programming Languages**: SQL, DAX, Python
- **Database Management**: MySQL
- **Data Modeling**: Star Schema, Snowflake Schema, Relationship Design
- **ETL**: Power Query
- **Operating Systems**: Unix
- **Version Control & Collaboration**: Git, GitHub, Jira

WORK EXPERIENCE

Deepija Telecom Pvt. Ltd.   Dec 2023 – Jan 2025
Power BI Developer   *Hyderabad*
- Created interactive Power BI reports and dashboards based on business needs, integrating data from SQL Server, MySQL, and Excel to provide real-time analytics. Used custom visuals, drill-through, bookmarks, and tooltips to enhance the user experience.
- Optimized report performance by using Power Query, DAX, query folding, and incremental refresh. Set up scheduled refreshes to ensure data was updated regularly and provided real-time insights. Implemented Row-Level Security (RLS) and role-based access control (RBAC) to secure data access and ensure compliance with security policies.   C
- Collaborated with business stakeholders, analysts, and data engineers to understand reporting needs and deliver actionable insights that supported data-driven decision-making and aligned with organizational goals.

PROJECTS

Ticket System Analysis (Software Company) | GitHub Repo
Tools: Power BI, SQL, Power Query

- Analyzed **9 years** of ticket resolution data (2015–2024) to identify inefficiencies in handling **CRM, API, Technical, and Voice** issues.
- Found **181 unassigned tickets** and a backlog of **201 unresolved cases**, causing delays in issue resolution, while the **Support team handled 67%** of total tickets and the **Sales team managed only 12%**.
- Discovered that **5 major clients** accounted for **54.8%** of total tickets, significantly impacting resolution efficiency.
- Recommended implementing **self-service options like FAQs and chatbots** to help customers resolve common issues independently, reducing ticket volume.

Hospital Emergency Report | GitHub Repo
Tools: Power BI, Power BI Service, Power Query

- Analyzed **9,216 patient admissions** over **18 months**, identifying inefficiencies in emergency operations and areas for improvement.
- Found an **average patient satisfaction score of 4.99/10**, highlighting the need for better patient experience strategies.
- Determined that **General Practice (1,840 cases)** and **Orthopedics (995 cases)** were the busiest referral departments, while **5,400 patients required no referrals**, indicating a high number of minor cases. Also identified **peak patient flow on Saturdays, Thursdays, and Sundays**, with busiest hours at **11 PM, 7 AM, and 1 PM**.
- Recommended **reducing wait times, optimizing referrals, and improving patient engagement** to enhance hospital efficiency.

CRM (Client Relationship Management) Analysis | GitHub Repo
Tools: Power BI, Power Query, Power BI Service

- Developed **detailed CRM reports** to track **sales performance, revenue trends, and financial health**, enabling data-driven decision-making.
- Set **sales targets and analyzed actual revenue**, assisting in performance assessment and **optimizing sales strategies** to improve efficiency.
- Collaborated with the **Sales CRM team** to enhance revenue collection, reduce outstanding balances, and support key decisions on **client retention, payment follow-ups, and revenue optimization**.

EDUCATION

Sagi Rama Krishnam Raju Engineering College   June 2018 - May 2022
*Bachelor of Technology in Mechanical Engineering **(CGPA: 7.7)***   *Andhra Pradesh, India*

CERTIFICATIONS

Pro5.ai Certified – Power BI Data Analyst
Certified in Python Complete Course for Beginners from Udemy
Certified in Linux and MySQL from Great Learning