

SUMAN GC

Mobile: +61 444 504 477 | Email: s.gc@uqconnect.edu.au | LinkedIn: <https://www.linkedin.com/in/sumangc141/>

Results-driven analyst with over 5 years at DiDi Mobility, specialising in data analysis, financial modelling, and stakeholder collaboration. Scraped and cleaned API data to achieve 95% accuracy, driving operational improvements. Delivered Power BI dashboards, slashing task time by 50%, and supported strategic decisions with a 20% revenue increase. Awarded "All Star Reward" (2022–2024), eager to apply analytical expertise and energy industry passion to BW ESS's asset lifecycle optimisation.

PROFESSIONAL EXPERIENCE

DIDI MOBILITY (AUSTRALIA AND NEW ZEALAND) PTY LTD

February 2020 - March 2025

Safety and Security Operations Senior Analyst

- Conducted advanced data analysis on operational datasets, scraping and cleaning API data to achieve 95% accuracy, driving a 20% year-on-year revenue increase through strategic insights.
- Engineered Power BI dashboards with Python, slashing task time by 50% and meeting KPIs for efficiency, delivering actionable reports for senior management.
- Developed financial models using Excel to analyse operational performance, identifying trends that supported a 15% user satisfaction increase and informed strategic decisions.
- Engineered API integrations with state regulators using Python, SQL, and Google Script, ensuring 100% compliance with rideshare regulations and eliminating manual processes for regulatory reporting.
- Presented data-driven insights to regulators via PowerPoint, securing 100% compliance across 10 audits, preventing \$50–60M in fines and ensuring operational reliability.
- Collaborated with cross-functional teams (operations, legal, IT) and external regulators to align on safety initiatives, reducing platform incidents by 10% through data-backed recommendations.
- Supported tenders for new services by analysing market data, providing recommendations that enhanced platform scalability and customer trust.
- Streamlined data governance processes, improving data quality to 95% accuracy through cleansing projects, ensuring reliable reporting for strategic decision-making.
- Facilitated workshops to align teams on analytics tools, boosting adoption and efficiency by 15%, supporting process optimisation and operational improvements.
- Automated compliance reporting with Python and SQL, applying statistical analysis to reduce manual workload by 85% and achieve 100% accuracy KPI.
- Designed SOPs for data workflows, ensuring scalable processes and consistency across ANZ operations, enhancing platform performance.
- Analysed user feedback data to identify inefficiencies, driving data-driven solutions that met KPIs for customer satisfaction and operational efficiency.
- Worked independently and collaboratively to deliver projects on time, balancing flexibility and results to meet business objectives in a fast-paced environment.
- Prepared detailed reports and presentations for leadership, translating complex data into actionable recommendations.

DIDI MOBILITY (AUSTRALIA) PTY LTD

July 2019 - February 2020

Senior Hub Specialist

- Analysed operational data to inform platform enhancements, driving a 15% increase in user satisfaction through optimised protocols.
- Supported cross-functional teams with data insights, aligning with business objectives to enhance efficiency.

EDUCATION

Master of Engineering Science (Management), The University of Queensland, Australia

Feb 2018 - Dec 2019

Bachelor of Technology (Mechanical Engineering), DIT University, India

July 2013 - August 2017

Diploma of Work Health and Safety, Skills Recognition International Pty Ltd, 2024

Certificate IV in Work Health and Safety, Skills Recognition International Pty Ltd, 2024

KEY ACHIEVEMENTS

- All Star Reward (2022–2024):** Recognised for excellence in data and project leadership at DiDi Mobility.
- 10% Incident Reduction:** Orchestrated safety projects to enhance platform reliability.
- 95% Data Accuracy:** Engineered analytics pipelines for feature optimisation.
- 15% User Satisfaction Increase:** Delivered features to elevate customer experience.

SKILLS

- Data Analysis:** Scraped and cleaned API data, achieving 95% accuracy and 20% business growth.
- Data Analysis:** Analysed datasets, driving 20% business growth and 15% satisfaction increase.
- Data Governance:** Improved data quality to 95% accuracy through cleansing projects.
- Python:** Applied statistical analysis for insights, automating workflows with 85% efficiency gain.
- SQL:** Proficient in querying datasets for actionable business insights.
- Power BI:** Built automated dashboards, reducing task time by 50%.
- Process Improvement:** Automated workflows, slashing workload by 85%.
- Reporting:** Delivered insights to leadership, ensuring 100% compliance.
- Cross-Functional Collaboration:** Partnered with operations and IT to align on initiatives.
- Stakeholder Engagement:** Engaged with regulators, securing 100% compliance.
- Excel:** Advanced skills in pivot tables and formulas for data analysis.
- Additional Tools:** Python, Google Script, API Integrations, Data Pipelines.