

SUVAM MONDAL



Data Analyst



+91 - 8759429327



mondal.suvam3@gmail.com



[LinkedIn](#)



PROFILE SUMMARY

- Possess **nearly 6 years of diverse IT experience** spanning **service desk leadership, data analysis, business intelligence, and process optimization**, with proven capability to excel across **Healthcare, Financial Services, and Technology Environments**.
- Displayed leadership strength by supervising a **28-member team at Capgemini**, mentoring **junior analysts**, addressing client escalations, and fostering a collaborative, high-performance environment that drove continuous improvement.
- Gained extensive experience in **data analytics and reporting**, leveraging **SQL, Python, Power BI, Tableau, and Excel** to build **scalable datasets**, improve decision-making, and enable **stakeholder-centric insights** for clients across multiple domains.
- Skilled in **service delivery oversight**, executing **root cause analysis**, **optimizing workflow** and **driving automation initiatives** that resulted in 50% gains in productivity and **significant reduction in manual effort across roles**.
- Attained strong expertise in **business intelligence, data governance, and performance metrics analysis**, ensuring high data integrity while enabling informed decision-making for clients such as **Genentech, AstraZeneca, Sun Pharma, Optinose, and Goldman Sachs**.
- Recognized for **exceptional client management** and **cross-functional collaboration**, having **represented teams onsite in Sweden**, engaged with senior stakeholders, and consistently **delivered solutions that enhanced service quality and client satisfaction**.
- Committed to **continuous learning and upskilling**, leveraging the Data Science certification and actively staying updated on emerging tools, technologies, and best practices to enhance operational efficiency and service standards.



WORK EXPERIENCE

Clarivate Analytics (USA Healthcare) | Bengaluru | Aug'22 – Oct'24

Designation: Data Analyst

Highlights:

- Engineered end-to-end process automations and built 5+ scalable Market Access databases using SQL and Python for clients such as Genentech, AZ, Sun Pharma and Optinose, improving overall processing efficiency by 88%.
- Integrated MMIT, IQVIA, LAAD and SHA datasets by designing 5+ Python workflow, accelerating data bridging, validation and reporting efforts by 88%.
- Developed 2+ SQL stored procedures to simplify client-specific data manipulation and enhance query performance.
- Collaborated with 8+ client stakeholders to define analytical goals, delivering impactful insights that significantly strengthened engagement and satisfaction levels.
- Supported senior leadership by identifying new analytical opportunities and contributing to strategic decision-making using data-driven recommendations, leading to improved team efficiency.

Collabera Technology | Bengaluru | Jul'20 – Jul'21

Designation: Senior IT Engineer

Client: Goldman Sachs

Responsibilities:

- Supported and guided junior team members, enabling smoother issue resolution and stakeholder coordination.
- Enhanced reporting accuracy and readability by using Power BI and applying best practices in visualization, increasing report clarity.
- Worked closely with users and stakeholders to analyze data sources and align reporting with business requirements, ensuring strong alignment with business objectives.
- Monitored key team performance metrics and provided insights that improved operational efficiency by 32%.
- Conducted detailed root cause analyses to resolve 17+ complex data issues, reducing recurring issues by 64%.
- Led the design and implementation of multiple dashboards, improving data consumption and accelerating decision-making speed.



AREAS OF EXPERTISE



Data Governance
Business Intelligence
Healthcare Analytics
Process Optimization / Automation
Performance Metrics Analysis
Client Relationship Management
Market Access Strategies
Continuous Improvement
Stakeholder Management
Project Management
Data Analytics
Data Integration



CERTIFICATION

- PG Programme in Data Science from Praxis Business School in 2021 - 2022



EDUCATION

- **2013 - 2017:** B.Tech. (Electronics & Communication) from West Bengal University of Technology



SOFT SKILLS



PERSONAL DETAILS

- **Date of Birth:** 10.10.1994
- **Languages Known:** English
- **Address:** KR Puram, Bangalore.



PREVIOUS EXPERIENCE

Capgemini | Kolkata | Aug'17 – Dec'19

Designation: Senior Analyst

Responsibilities:

- Led a 28 -member Service Desk Team, managing performance, escalations, and SLA-driven service delivery.
- Executed multiple SQL-based assessments to identify service bottlenecks and streamline request workflow, greatly improving turnaround efficiency.
- Performed in-depth analyses on various datasets to discover improvement opportunities and optimize data-driven processes, resulting in notable enhancements in operational performance.
- Compiled structured client reports and recommended actions that meaningfully strengthened overall service delivery.
- Addressed key data quality gaps and initiated 15+ continuous improvement projects, significantly reducing recurring issues within the team.
- Conducted 10+ training sessions for new team members and facilitated knowledge transfer, leading to a more effective and smoother onboarding experience.
- Represented the team onsite in Gothenburg, Sweden, managing 1 transition activity and maintaining strong alignment with client expectations.