

SUVAM MONDAL



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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.



SOFT SKILLS



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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.