Tabassum Shaikh

Data Functional Consultant

Results-driven IT professional with over 7 years of experience as a Data Functional Consultant in the DATA and AI Team. Skilled in problem-solving, machine learning, and programming, with a proven track record of translating business requirements into actionable categories and delivering innovative business intelligence solutions. Certified in Data Science, Business Analytics, Machine Learning, and various technical tools.

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PROFESSIONAL EXPERIENCE

Data Functional Consultant   Jun '22 - Present

Delphi Consulting   Remote

Delphi is a leading solutions provider specializing in Data, Advanced Analytics, AI, Cloud Security, Infrastructure, and Application Modernization, empowering organizations to drive smarter, more efficient transformations.

- **Collaborated with stakeholders** to gather and translate complex business requirements into scalable technical solutions, ensuring alignment with strategic objectives.
- **Designed and implemented robust data architectures** for large-scale data storage, processing, and analytics, optimizing performance and scalability.
- Developed **end-to-end ETL pipelines** using **Azure Data Factory**, **Databricks**, and **SQL Server**, streamlining data integration across multiple sources.
- **Built and optimized data warehouses** using **Azure Synapse Analytics**, enabling efficient querying and high-performance analytics for large datasets.
- **Designed logical and physical data models** to support complex analytics while ensuring data integrity, quality, and consistency.
- Conducted **exploratory data analysis (EDA)** to uncover insights and trends, delivering actionable recommendations to stakeholders through **interactive dashboards** and reports using **Power BI/Tableau**.
- Ensured **data quality, governance, and security** by implementing industry best practices and compliance standards, reducing data discrepancies and improving trust in reporting.
- **Optimized data storage and processing costs** while maintaining system reliability and high performance, leading to X% cost reduction (if applicable).
- **Partnered with clients and cross-functional teams** to align data solutions with business needs, providing strategic guidance and technical expertise.
- Developed comprehensive **documentation**, including technical specifications, data dictionaries, and user guides, and provided training to end-users to facilitate smooth adoption of data solutions.
- Leveraged experience across diverse sectors like **healthcare, and investment holding companies** to deliver tailored, industry-specific data solutions.

Software Engineer   Jan '21 - Jun '22

BA Continuum India Pvt.Ltd   Remote

BA Continuum India Pvt. Ltd. is a leading global provider of technology and business services, specializing in delivering innovative solutions and driving operational excellence for diverse industries.

- Streamlined data workflows using Alteryx, reducing processing time by 50%, and integrated Python scripts and Tableau for advanced data processing and visualization.
- Achieved a **40% increase in data efficiency** by implementing Hive table creation, data loading, and query execution leveraging Hadoop Distributed File System (HDFS)
- Championed data integration and cleansing operations utilizing Alteryx, resulting in a **15% accuracy enhancement** and streamlining of integration workflows
- Elevated Business Intelligence by crafting and optimizing Tableau reports for enhanced data visualization, revealing critical trends and **enriching user experience**
- Formulated intricate SQL queries, and produced technical documentation for Alteryx workflows reinforcing BI operations with support from **Alteryx** and various BI tools
- Utilized Tableau and Power BI for data visualization, implemented forecasting models in Excel and Python to analyze finance data, leading to **enhanced financial projections**, improved decision-making through data visualization techniques and statistical analysis, resulting in increased accuracy and deeper insights
- Fostered synergistic relationships among business users, ETL developers, and QA teams to ensure meticulous data validation, leading to heightened accuracy, efficiency, and streamlined data validation procedures through effective **cross-functional communication and shared documentation**

Dec '20

Senior System Engineer

BA Continuum India Pvt. Ltd.

Jun '20 -

Remote

BA Continuum India Pvt. Ltd. is a leading global provider of technology and business services, specializing in delivering innovative solutions and driving operational excellence for diverse industries.

- Managed incoming calls, chats, and emails to **resolve 50-70 issues daily**, with an average resolution time of 30 minutes or less tracked in an Excel sheet
- Troubleshot IT issues (hardware, software, network, peripherals, VPN) for professionals nationwide
- Conducted online research and diagnostics to resolve hardware and software problems
- Provided first-contact support with professionalism, timeliness, and accuracy
- Processed incidents according to documented incident management processes

Service Desk Engineer

Gradient M Information Technology and Services

Apr '20 - May '20

Remote

Gradient M is a dynamic IT and services company dedicated to delivering advanced technology solutions and exceptional support to drive business innovation and efficiency.

- Delivered global support for Owen Financial Solution PVT Ltd., successfully resolving **60-80 escalated issues daily via LiveChat** and managing 50-60 IT issues encompassing hardware, software, and networks utilizing Cisco, Windows, and MacOS systems
- Boosted incident tracking efficiency and adherence to SLAs by **dissecting incidents through root cause evaluation and severity assessment**, leveraging ServiceNow for management and Fishbone Diagrams for root cause analysis

Software Associate

Larsen & Toubro Infotech

Oct '17 - Mar '20

Mumbai

Larsen & Toubro Infotech (LTI) is a global IT services and solutions provider that helps enterprises accelerate their digital transformation journeys with innovative technology solutions and deep industry expertise.

- Enhanced service desk efficiency by 20% through effective categorization of incoming contacts using ticketing and CRM systems.
- Utilized ServiceNow for rapid incident resolution and knowledge base searches, escalating issues to 2nd/3rd line support and suppliers as needed.
- Managed incident lifecycle and escalated major incidents or SLA breaches to the Incident Manager, employing strong problem-solving and communication skills.

EDUCATION

Post Graduate Program - Data Science

IIIT Bangalore

Jun '24 - Present

Distant

Bachelor of Science in Information Technology

S.K. Somaiya College of Arts, Science & Commerce

Jun '14 - Mar '17

Mumbai

CERTIFICATIONS/TRAINING

- January 2021 Certifications Certified Data Science Specialist
- January 2021 Certified Business Analytics Professional
- March 2021 Machine Learning Expert Certified
- January 2020 Certified Data Analyst using SQL
- February 2020 Certified Tableau Professional
- October 2019 Certified SQL 101 Class Bootcamp Beginners Intro to SQL NYC
- December 2019 Course Completion Certificate in the field of An Introduction to Python
- January 2023 Microsoft Certified Power BI Data analyst
- Currently pursuing -PGP Data Science program -12 months

PROJECTS

M42 Client (Healthcare Provider) – Technical-Functional Consultant

Duration: 3 years

- **Project Leadership:** Championed the creation and presentation of strategic proposals, driving the initial project kickoff and aligning team objectives with client goals.
- **Requirement Analysis:** Conducted in-depth analysis of client needs, translating complex requirements into effective solutions and design specifications.
- **Documentation Expertise:** Authored and refined Business Requirements Documents (BRDs), technical specifications, and functional documents, ensuring clarity and precision in project deliverables.

- **Client Engagement:** Orchestrated client meetings, leading discussions to gather requirements and secure sign-offs for each project phase, enhancing client satisfaction and project alignment.
- **Validation & Consulting:** Oversaw comprehensive end-to-end validation processes, providing expert consultancy to refine and perfect solutions.
- **Dashboard Development:** Designed and built interactive dashboards, both independently and collaboratively with development teams, transforming data into actionable insights.

DHRE – Power BI Paginated Reports Specialist

Duration: 10 months

- **Report Development:** Designed and built Power BI paginated reports, creating detailed and formatted reports to meet specific business and analytical needs.
- **Data Mapping:** Executed complex data mapping from multiple sources, integrating disparate data to ensure consistency and accuracy across reports.
- **Technical Execution:** Leveraged advanced Power BI features to enhance data visualization and reporting capabilities, supporting strategic decision-making.
- **Collaboration:** Worked closely with stakeholders to gather requirements and deliver tailored reporting solutions, improving data visibility and user experience.

BA Continuum India Pvt. Ltd. – Data Analyst/Consultant

Duration: 6 months

- **Financial Visualization:** Collaborated with a financial team to create interactive and insightful data visualizations for analyzing and comparing various currencies and their behaviors.
- **Tableau Development:** Developed dynamic dashboards and reports using Tableau, translating complex financial data into clear, actionable visualizations that supported strategic decision-making.
- **Python Development:** Designed and implemented Python scripts for Phase 2 of the project to enhance data analysis and visualization processes.
- **ETL Processes:** Utilized Alteryx for effective ETL operations, managing data extraction, transformation, and loading to ensure accurate and timely data integration.
- **Data Integration:** Integrated data from multiple sources into Tableau, producing comprehensive visual reports that facilitated better understanding and analysis of financial trends.

TECNICAL SKILLS

- **Programming & Scripting:** Python (Pandas, NumPy, SciPy, Scikit-learn, NLTK, Matplotlib, statsmodels), SQL, mySQL
- **Machine Learning & Statistics:** Linear/Logistic Regression, SVM, Random Forest, Ensemble Trees, Gradient Boosted Trees, Clustering
- **Data Visualization & BI Tools:** Power BI, Tableau, Plotly, KPI Dashboards
- **Data Engineering & Analysis:** Data Mining, Data Profiling, Data Mapping, Workflow Analysis
- **Database Management:** mySQL, SQL
- **Natural Language Processing:** NLTK
- **Data Analytics:** Exploratory Data Analysis (EDA), Business Data Analysis, Data Insights
- **Testing & QA:** Create Test Plans

KEY SKILLS

Business Strategy & User Requirement Gathering

Machine Learning Model Development

Data-Driven Decision Making

KPI Dashboard Design & Reporting

Business Intelligence & Data Visualization

Data Profiling & Data Quality Assurance

Cross-functional Collaboration & Workflow Optimization

Data Mapping & Data Mining

Advanced Statistical Analysis

Strong Analytical & Problem-Solving Abilities