

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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in Profile

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.

- **Stakeholder Collaboration:** Gathered and translated complex business requirements into scalable technical solutions aligned with strategic goals.
- **Data Architecture:** Designed and implemented robust architectures for large-scale data storage, processing, and analytics, optimizing performance and scalability.
- **ETL Development:** Built end-to-end ETL pipelines using Azure Data Factory, Databricks, and SQL Server, streamlining data integration across multiple sources.
- **Data Warehousing:** Developed and optimized Azure Synapse Analytics data warehouses, enabling efficient querying and high-performance analytics.
- **Data Modeling:** Designed logical and physical data models to support complex analytics while ensuring data integrity, quality, and consistency.
- **Data Analysis & Visualization:** Conducted EDA to uncover insights, delivering actionable recommendations through interactive dashboards in Power BI/Tableau.
- **Data Governance:** Ensured data quality, governance, and security by applying best practices, reducing discrepancies, and enhancing reporting trust.
- **Optimization:** Reduced data storage and processing costs (by X%, if applicable) while maintaining system reliability and high performance.
- **Client & Cross-functional Partnership:** Worked closely with clients and teams to align data solutions with business objectives, offering strategic guidance.
- **Documentation & Training:** Created technical specs, data dictionaries, and user guides, and trained end-users for seamless adoption of data solutions.
- **Industry Expertise:** Delivered tailored data solutions across sectors like healthcare and investment holding companies, addressing unique industry needs.

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**, cutting processing time by **50%**, and integrated **Python** scripts with **Tableau** for advanced processing and visualization.
- Boosted data efficiency by **40%** through **Hive** table creation, data loading, and query execution using **HDFS**.
- Led data integration and cleansing with **Alteryx**, improving accuracy by **15%** and streamlining workflows.
- Enhanced **Business Intelligence** by designing and optimizing **Tableau** reports, uncovering key trends and improving user experience.
- Crafted complex **SQL** queries and produced technical documentation for **Alteryx** workflows, strengthening **BI** operations with various tools.
- Utilized **Tableau** and **Power BI** for visualization, and built forecasting models in **Excel** and **Python**, leading to better financial projections and deeper insights.
- Cultivated collaboration among business users, **ETL** developers, and **QA** teams, improving data validation accuracy and efficiency through effective communication and shared documentation.

Senior System Engineer

Jun '20 - Dec '20

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.

- 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
- Troubleshoot 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

Apr '20 - May '20

Gradient M Information Technology and Services

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

Oct '17 - Mar '20

Larsen & Toubro Infotech

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

Jun '24 - Present

IIIT Bangalore

Distant

Bachelor of Science in Information Technology

Jun '14 - Mar '17

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

Mumbai

CERTIFICATIONS/TRAINING

- January 2021 Certifications Certified Data Science Specialist - [Certificate](#)
- January 2021 Certified Business Analytics Professional - [Certificate](#)
- March 2021 Machine Learning Expert Certified - [Certificate](#)
- January 2020 Certified Data Analyst using SQL - [Certificate](#)
- February 2020 Certified Tableau Professional - [Certificate](#)
- 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 - Expired
- Currently pursuing -PGP Data Science program -12 months

PROJECTS

M42 Client (Healthcare Provider) – Technical-Functional Consultant

Duration: 3 years

- **Project Leadership:** Led strategic proposal creation and presentations, driving project kickoffs and aligning team objectives with client goals.
- **Requirement Analysis:** Analyzed complex client needs, translating them into effective solutions and detailed design specifications.
- **Documentation Expertise:** Developed and refined **BRDs**, technical specs, and functional documents to ensure clear and precise project deliverables.
- **Client Engagement:** Managed client meetings, gathering requirements, leading discussions, and securing sign-offs, boosting client satisfaction and project alignment.
- **Validation & Consulting:** Directed end-to-end validation processes, offering expert consulting to enhance and fine-tune solutions.
- **Dashboard Development:** Designed and built interactive dashboards independently and with development teams, turning data into actionable insights.

DHRE – Power BI Paginated Reports Specialist

Duration: 10 months

- **Report Development:** Created Power BI paginated reports, delivering detailed, formatted outputs aligned with specific business and analytical needs.
- **Data Mapping:** Mapped complex data from multiple sources, ensuring consistency and accuracy across integrated reports.
- **Technical Execution:** Utilized advanced Power BI features to elevate data visualization and reporting, supporting strategic decision-making.
- **Collaboration:** Partnered with stakeholders to gather requirements and deliver customized reporting solutions, enhancing data visibility and user experience.

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

Duration: 6 months

- **Financial Visualization:** Partnered with the finance team to develop interactive visualizations for analyzing and comparing currency behaviors.
- **Tableau Development:** Built dynamic Tableau dashboards, transforming complex financial data into actionable insights for strategic decision-making.
- **Python Development:** Implemented Python scripts in Phase 2 to enhance data analysis and visualization workflows.
- **ETL Processes:** Streamlined ETL operations using Alteryx, ensuring accurate and timely data extraction, transformation, and loading.
- **Data Integration:** Integrated multi-source data into Tableau, creating comprehensive reports that highlighted key financial trends.

TECHNICAL 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