

# Yashu Sharma

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## SUMMARY

Dynamic Business Intelligence Consultant with 6 years of experience in automating finance and operational reporting solutions at Verizon Communications. Pioneered self-service analytics, transforming data accessibility and efficiency, while enhancing data-driven decision-making through predictive and prescriptive analytics. Seeking Business Intelligence Sr. Manager role at Verizon to drive strategic initiatives and optimize BI frameworks leveraging cloud-based solutions and advanced data processing technologies.

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## EXPERIENCE

### Consultant – BI

#### Verizon Communications

August 2023 – Present, New Jersey

- Business Intelligence & Automation: Led end-to-end automation of finance and operational reporting solutions using Google Apps Script, Knime, Alteryx, ThoughtSpot, Looker Studio, Qlik Sense, and BigQuery, significantly reducing manual intervention and report generation time.
- Self-Service Analytics & Reporting: Spearheaded the development of self-service BI dashboards and automated reporting workflows for Finance and cross-functional teams, increasing the efficiency and accessibility of financial data.
- Advanced-Data Processing & Query Optimization: Designed and optimized BigQuery-based datasets, improving query performance and enabling seamless integration with Looker Studio and ThoughtSpot for executive reporting.
- Predictive & Prescriptive Analytics: Integrated Gemini AI and Python-based machine learning models to develop predictive insights for revenue trends, pricing strategies, and customer segmentation, enhancing decision-making for senior leadership.
- Cloud-Based BI Solutions: Established best practices for GCP-based analytics, developing frameworks for data ingestion, transformation, and visualization using BigQuery, Cloud Functions, and Google Sheets automation.
- Financial & Profitability Analysis: Led in-depth analysis of Verizon's revenue, profitability, product performance, and customer trends, delivering insights that influenced strategic pricing, promotions, and service optimization.
- Automation of Reporting Solutions: Implemented automated financial and KPI dashboards using Qlik Sense, ThoughtSpot, and Looker Studio, ensuring real-time visibility into key business metrics.
- Enterprise Data Governance & Compliance: Developed frameworks for data integrity, governance, and security in Google Cloud and Teradata, ensuring compliance with corporate data policies.
- Stakeholder Collaboration & Cross-Functional Leadership: Partnered with Finance, Operations, and IT teams to define data product requirements, translate business needs into actionable insights, and streamline reporting solutions.
- Visualization Best Practices & Standardization: Established guidelines for reporting frameworks, dashboard structures, and visualization tools, democratizing analytics while ensuring standardization across business units.
- KPI & Performance Tracking: Developed performance measurement frameworks and KPIs to track business health, leveraging Google Cloud Functions and Big Query ML for automated forecasting and trend analysis.
- AI & Data Science Integration: Enhanced BI solutions with AI-driven anomaly detection, NLP-based financial data analysis, and automated storytelling using Gemini AI.
- Scalability & Efficiency Optimization: Designed scalable data architecture and cloud-based BI solutions, ensuring efficiency at scale across Verizon's financial reporting ecosystem.
- Led the integration of predictive analytics using Python-based machine learning models for revenue trend forecasting, achieving a 30% increase in forecast accuracy within 6 months.
- Orchestrated the creation of dynamic visual reports with Looker Studio and Qlik Sense, improving real-time data visibility by 40% across Finance and Operations.
- Integrated Google Workspace tools into BI workflows, enhancing collaboration and data sharing efficiency by 25% within cross-functional teams over 4 months.
- Mentored cross-functional teams by delegating tasks effectively, optimizing the development and deployment of automated BI dashboards, accelerating project delivery timelines by 20% using Looker Studio and Google Apps Script within 6 months.

### Business Data Analyst – I

#### Global Data Management – (Client: Verizon)

April 2021 – August 2023, New Castle, DE

- Built high-class interactive reports and dashboards in ThoughtSpot and Qlik Sense for senior management to review key performance metrics by using best practices. • Designed, implemented, tested, and deployed workflows in the Knime/Alteryx environment for data ETL, data validation, and machine learning using R and Python. • Investigated and solved complex technical problems and data discrepancies resulting in re-establishing data integrity. • Built data pipelines using Knime to request data from APIs, and performed data manipulation and wrangling using R for data analysis, then presented to the stakeholders using ThoughtSpot/Google Sheet/Tableau visualizations. • Developed business relationships to broaden the use of analytics and enhance the client experience, resulting in a 20% increase in the use of analytics and enhancement of the client experience. • Migrated dashboards and visualizations from Tableau to ThoughtSpot for more than 1000 users and reduced average report run time from 40 minutes to less than 15 minutes by automating reports using Knime, Python, and Teradata SQL. • Collect data needs and requirements by interacting with other departments and preparing a report on the process to management. • Collaborate to handle E2E scalable large data processing and query processing, and provide analytics solutions to Qlik Sense/ThoughtSpot via Python, Teradata, and Cloud-Based tools for efficient BI solutions. • Created action filters, metrics, parameters, and calculated sets in ThoughtSpot by utilizing R to prepare dashboards and worksheets. • Handling large data sets, and ETL processes, using Knime, to provide data to reporting platforms such as ThoughtSpot. Data monitoring tasks included scheduling triggers and providing post-deployment support to the server. • Performed text

mining processes using R and Knime and created automation for the reports to be delivered on scheduled time, resulting in an improvement in the quality and timeliness of the reports.

- Enhanced performance of Qlik applications through streamlining processes, resulting in a 50% reduction in loading time.
- Led high-exposure BI project resulting in 15% increase in operational efficiency and identified bottlenecks through thorough data analysis
- Optimized reporting efficiency by integrating ETL automation in Knime and creating streamlined workflows, achieving a 30% reduction in manual processing time and enhancing data accessibility for stakeholders using Qlik Sense and ThoughtSpot.
- Facilitated building reports for senior management by implementing advanced ETL processes in Knime, reducing report delivery time by 25% and increasing accessibility through Qlik Sense and ThoughtSpot integration.
- Orchestrated dashboard development processes using Qlik Sense and ThoughtSpot, leading to a 25% reduction in manual updates and improving visual data insights for over 1000 users through automated workflows with Knime.
- Engineered dynamic data visualizations in ThoughtSpot and Qlik Sense to enhance senior management decision-making, resulting in a 20% increase in analytics utilization and a 50% improvement in data insight speed using Knime and Python integration.
- Implemented Google Workspace integrations to synchronize analytics data, enhancing collaboration across teams and increasing report sharing efficiency by 40% with Qlik Sense dashboards.

## Junior Data Scientist – Internship

### Global Data Management

June 2020 – April 2021, Woodbridge, NJ

- Developed data science algorithms and processes to explore and analyze data collected from various sources, conducted exploratory data analysis, and visualized insights with Power BI.
- Engineered automated ETL processes utilizing Python for predicting patient readmission rates, enhancing model accuracy by 20%.
- Created machine learning models utilizing Python and TensorFlow, achieving a 15% increase in predictive accuracy for sales forecasts during a three-month project period.
- Spearheaded the development of scalable data products using Python and SQL, accelerating data delivery times by 30% in a six-month internship project.
- Facilitated data engineering pipelines using Python and SQL to ensure efficient data flow and processing, resulting in a 25% reduction in processing time for daily data updates over a six-month period.

## Technical Support Associate Tier 1

### Convergys India Services PVT LTD

February 2017 – August 2017, Haryana, India.

- Gained consensus and delivered results by leading and facilitating cross-functional project teams of managers and directors, as demonstrated by a 50% reduction in customer complaints.
- Clarified customer requirements and probed for understanding, used decision-support tools and resources to appropriately provide resolution to the customer, meeting resolution time goals (90%).
- Assisted in troubleshooting customer issues using problem-solving tools and methods, while adapting existing procedures to overcome identified challenges.
- Demonstrated independent supervision patience in all customer contact situations, including maintaining a pleasant and professional tone and manner. Achieving a customer satisfaction goal of 93% positive feedback.
- Ensured service delivered to our customers met contractual Key Performance Indicators ('KPIs') using the interpersonal skills.

## Technical Support Analyst

### Techvedic PVT LTD

May 2015 – May 2016, New Delhi, India

- Cleared up more than 1000 client necessities; tested for understanding, utilized choice help apparatuses and assets to fittingly gave determination to the client meeting determination time objectives.
- Ensuring timely and professional responses to all complaints, requests, and queries received, achieving the resolution time goal (70%).
- To remain the primary point of contact for customers with queries, Complaints, feedback, requests, etc, and achieved customer satisfaction goal of 80% positive feedback.
- Initiated and developed a system for smooth operations of the helpdesk and created a knowledge base and helpdesks to reduce support workload.

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## PROJECT

### Crime Location prediction using 911 Transcripts

New England College • February 2020 – February 2020

- Leveraged Natural Language Processing techniques to interpret and process 911 transcripts to predict and map crime locations with 83.7% accuracy.
- Utilized Python to develop an algorithm to identify patterns from 911 transcript data to generate crime risk scores for locations and provided recommendations for enhancing risk predictions.
- Developed a series of decision-making heuristics and numerical data analysis techniques to identify and categorize text-based transcript data from 911 calls.

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## EDUCATION

### Masters of Science in Data Analytics and Business Statistics

New England College • Henniker, NH • 2020 • 4.00

### Masters of Science in International Business

Minor in Business Analytics • HULT International Business School • Cambridge, MA • 2019 • 3.5

### Bachelor of Business Administration

## CERTIFICATIONS

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### Business Analyst Qualifcation 2023

Qlik • 2023

- Demonstrated High-Level and applied knowledge with the Qlik Sense product in the role of Business Analyst

### Alteryx Foundational Micro-Credential

Alteryx • 2023

- Understanding of data analytics concepts and key designer functionality, indentifying data types and data formats as well as recognize the foundational elements of Alteryx Designer.

### Machine Learning Foundation Micro-Credential

Alteryx • 2023

- Understanding of Machine Learning concepts, to identify and use ML techniques, to prepare data for training the modeling and basics of machine learning model evaluation and interpretation.

### Basic Proficiency in Knime Analytics Platform

KNIME • 2022

- Demonstrated knowledge of the general concepts of KNIME Analytics, ETL of the data, data manipulation, and data aggregation.

## INVOLVEMENT

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### Teaching Assistant

New England College • New England College • January 2019 – December 2019

- Delivered lectures to classes of 25–30 students, facilitated discussion and answered questions on topics related to the course material, and provided feedback on student assignments/projects.
- Improved course performance by 35%, with a 75%–Student retention rate, and increased student engagement and satisfaction rate by 25%.
- Analyzed student performance metrics to distribute detailed feedback, enhance learning and improve future assessment strategies through the use of statistical tools.

## SKILLS

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- **Business Intelligence & Visualization:** Looker Studio, ThoughtSpot, Qlik Sense, Tableau
  - **Cloud & Big Data:** Google Cloud Platform (GCP), BigQuery, Teradata, Google Cloud Functions
  - **ETL & Data Processing:** Knime, Alteryx, Google Apps Script, SQL, Python, R
  - **AI & Machine Learning:** Gemini AI, BigQuery ML, NLP, Predictive Analytics
  - **Automation & Scripting:** Google Apps Script, Python, Cloud Functions
  - **Data Governance & Security:** Data Quality Checks, Compliance, Standardization
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