
Yaswanth Reddy

Technical Lead

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Professional Summary:

Analyst with 3.8 years of IT experience, including 2.4 years in reporting and analysis. Started as an agent and transitioned into analytics, eventually promoted to Technical Lead for a product. Skilled in SQL, Excel, Power Bi, Python and ServiceNow, with expertise in building dashboards, generating team and product metrics such as SLA, ASA, Call/Chat Handling and communicating insights to management.

Professional EXPERIENCE

Tata Consultancy Service, Bangalore - *Systems Engineer / Technical Lead*

December 2021 - August 2025

- Started by managing individual agent dashboards in Excel and ServiceNow to track their daily and monthly metrics.
- Recognized inefficiencies in consolidating multiple agent dashboards and initiated creation of centralized management dashboards in Power Bi and Excel.
- Reduced manual reporting effort from 13 hours per week to 30 minutes per week, improving team efficiency and reporting speed.
- Led management dashboards, presenting KPI Insights to stakeholders(Ops Managers and GDMs) with clear communication enabling data-driven decision making and strategic planning.
- Mentored team of 20+ on reporting best practices, fostering team collaboration, knowledge sharing.
- Coordinated with cross-functional teams to collect and validate data, demonstrating collaboration and problem-solving skills.
- Continuously monitored and enhanced agent and management dashboards to provide actionable insights and track product and team performance effectively.

SKILLS

Technical Skills:

- SQL: Basic to Advanced Queries, CTEs, Subqueries, Window Functions, Indexes, Views
- Excel: Advanced Reporting, Dashboard Design, Pivot Tables, Power Pivot, Power Query, Data Cleaning, Automation.
- Power BI: Data Modeling, DAX, Interactive Dashboards, KPI Tracking, Report Optimization.
- Python: Pandas, Numpy, Matplotlib, Seaborn, Data Cleaning, Exploratory Data Analysis(EDA)
- ServiceNow (SNow): Advanced Ticket Creation, Dashboarding, Performance Tracking.

Analytical Skills:

- Team and Product Performance Tracking
- KPI and Metric Analysis: SLA, ASA, Abandon, Customer Satisfaction, Call Handling Metrics
- Data Validation and Quality Checks

Projects

Sales and Performance Dashboard (Power BI):

- Built end-to-end Power BI dashboards using Excel as data sources.

EDUCATION

Presidency University, Bangalore - *Computer Science Engineering*

June 2017 - May 2021

Narayana Junior College, Nellore - *MPC (Maths, Physics, Chemistry)*

June 2015 - April 2017

AWARDS

Won Best Technical Lead Award 3 times in a row.