# Yaswanth Reddy

## Technical Lead

Ph no - +91 - 9113572413 | [Email](Email) | [Linked IN](Linked IN) | [Portfolio](Portfolio)

## 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 Services,  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

**CineVerse Analytics**

*SQL | Data Analysis | Relational Databases*

- Built and analyzed a relational movie database using advanced SQL to extract insights on revenue, ratings, genres and release trends.
- Applied JOINs, aggregations and Having clauses to evaluate movie and genre-level performance metrics.
- Used Window Functions, CTEs, Subqueries and CASE statements to rank movies, compare trends and implement business logic.
- Demonstrated strong analytical thinking and query optimization skills by solving real-world analytics scenarios with clean, modular SQL.

**Sales Analytics Project**

*Excel | Pivot Tables | Pivot Charts | Advanced Functions*

- Analyzed structured sales data using advanced Excel functions to track revenue, units sold and regional performance.
- Applied Pivot Tables, Pivot Charts and Slicers to create dynamic, interactive sales reports.
- Identified top-performing products and seasonal sales trends to support business decision-making.

**Netflix Content & Performance**

*Power BI | DAX | Data Modeling | Dashboarding*

- Built an interactive Power BI dashboard to analyze Netflix content across genres, countries, release years and ratings.
- Performed data cleaning and transformation using Power Query (M) and designed an optimized data model for analytics.
- Created DAX measures and KPIs to track content distribution, trends, and category performance.

**E-Commerce Dashboard**

*Power BI | DAX | Data Modeling | Dashboarding*

- Built an interactive Power BI E-Commerce Sales Dashboard using Power Query, DAX and data modeling.
- Created KPIs for Revenue, Orders, Customers, Returns with dynamic time-based analysis.
- Designed user-friendly visuals with slicers to enable business decision-making.