

ABHISHAKE B

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CAREER OBJECTIVE

Process-oriented Data Analyst with 4+ years of experience in interpreting and analysing data in order to drive successful business solutions. Derive business insights from data using standard tools to provide timely insights on performance and business goals.

SKILLS

- Operating systems – Microsoft windows
- Data visualization – Power BI,Tableau
- RDBMS,OBIEE Reporting,Oracle BI
- SAP Business Objects, Incident Management
- VBA Macros, Microsoft Excel,MS Access
- Competitor Analysis, Data Analysis
- Root Cause Analysis,Data Mining
- Sumo logic certified
- UI Path automation certified
- MySQL, SQL
- Ownership, Analytical Thinking
- Problem solving, Metrics Management
- XML, Data Extraction,Power Query
- ETL pipelines, Python

PROFESSIONAL EXPERIENCE

Data Analyst

IDP Education Ltd,Chennai

April 2019 - Present

- Develop KPIs and provide ITSM performance metrics reports using ServiceNow Performance Analytics Module
- Translating Cell formulas In Excel into VBA code and using Excel – Based VBA to design, analyse, and deploy programs for B2B process resulting into increase in 30% team's SLA productivity comparing with FY19
- Acquire data from primary or secondary data sources and maintain databases/data systems.
- Prepare and assist in data unit testing for various IDP systems and Projects
- Assist with Pulling,analyzing and Summarizing NPS Data for CX monthly reports
- Working with AWS Integration for processing client Applications and using Sumo Logic Dashboard effectively to monitor the error logs and metrics
- Writing SQL scripts to manipulate data for data loads and extracts
- Implemented a B2B Lead enrichment process for CRM, which improved Sales conversion and revenue by 23% compared to FY18 by ensuring on-time submission of applications

Quality Analyst

Amazon Development centre India private Limited, Chennai

September 2018 – April 2019

- Ability to identify the Root cause and find trends based on the audit output and aggregate audit data based on the audit findings
- Created and revised procedures, checklist and job aids that resulted in process consistency and reduced error disputes by 10%
- Communicated and Presented insights clearly and compellingly to senior leadership of the organization.
- Ability to handle a large amount of data and analyse it to come up with logical data points to identify gaps in the process and work towards a solution
- Optimized data collection procedures and generated reports on a weekly, monthly and Quarterly basis
- Used Advanced excel functions to generate spreadsheets and Pivot tables

Retail Associate

Amazon Development centre India private Limited, Chennai

May 2016 – August 2018

- Collected and analyzed data on established and prospective Brands, competitors, and sources
- Manage critical Business Tickets on a daily basis and resolve it within the stipulated ETA and SLAs
- Identified key areas that could be enriched, provided process guidelines to improve the team's metrics and implemented successful process improvements
- Proposed new solutions by analysing with previous trend patterns which helped the team to improve Team productivity from 80% to 95% for the financial year
- Mentor a team of a sub-process to achieve an intended goal of 1 Million Product Mappings
- Utilized UiPath automation, Xpath to scrape web content and scrape information for pricing analysis
- Manage & publish daily reports & dashboards and worked with BI team for data collation & extraction of 1st party data

EDUCATION

Bachelor of Engineering in Electronics and Communication Engineering
Anna university, Chennai 2011 -2015

CERTIFICATIONS

- SumoLogic certifications – Fundamentals, Search Mastery, Administration, Security Analytics, Metrics Mastery
- Robotic process Automation – UiPath
- Data Analysis with Tables and PivotTables in Microsoft Excel 2013