‍‍**Swati Das**

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**SUMMARY:**

* Good Knowledge in using BI tool: Tableau.
* Hands on experience in creating various database objects like tables, stored procedures, functions, and triggers using SQL.
* Detailed understanding of Software Development Life Cycle (SDLC) and strong knowledge in project implementation methodologies like Waterfall and Agile.
* Excellent technical, communication, analytical and problem-solving skills and ability to get on well with people including cross-cultural backgrounds and trouble-shooting capabilities.
* Data Analytics, front-end reporting, data collection, integration, data quality assessment.
* Exposure to pilot project requirements, Gantt Charts, Critical Path Analysis, and schedules using MS-Project.
* Worked on data mapping documentation with Data Governance team to define functional and design specifications.
* Analyzed historical data, plotted trend lines using predictive models to visually display the correlation between variables with confidence intervals.
* Experience in Tableau, SQL, advanced Excel with working knowledge of R, R-Studio as analytical/statistical tools.
* Developed Dashboards, quantitative displays and ad-hoc reports for the leadership team.
* Utilized row level functions and complex calculated fields and methodologies to clean data as well as eliminate duplications and promote data accuracy/integrity in all forms of reporting.
* Validation of report accuracy and data sources by working with applicable stakeholders.
* Participated in corporate user groups for Business Intelligence, advanced and predictive analytics, requirement gathering, critical review of procedures, advising in process change and functional design of the application.
* Managed and controlled data population in Configuration Management Database (CMDB), client tools, and in-built project tools.
* Frequent updates and communication with stakeholders to discuss, clarify and resolve any project related issues and risks.
* Followed best defined practices in mitigating risks and issues across projects.
* Documenting detailed standards/instructions for process flow-chart & PowerPoint.
* Maintained version-controlled document on Business Continuity Plans (BCP).

**TECHNICAL SKILLS:**

**Tools: Programming& Data:**

MS-Office R, SQL

**Operating System: Data Reporting/Visualization tools:**

Windows 2000/98/XP/7/Vista, MAC OS Tableau, MS-Excel, MS- Project

**Design &Methodology:**

Waterfall, Scrum & Agile, SharePoint, CMDB

**PROFESSIONAL EXPERIENCE:**

**EA Learn – Data Analyst Aug 2020– Present**

**Responsibilities:**

* Design, operationalize and manage the evolving data needs with proper documentation.
* Build data solutions to define requirements, access data sources.
* Hands on experience with SQL query.
* Extracted sample data for the relevant business cases.
* Validated results and share report by running sample queries.
* Presented graphs, data visualizations and Dashboard for comparing results in Tableau.
* Used SAS Miner for preprocessing data.
* Checked the regression and performed missing values procedure.

**Accenture India Pvt Ltd - Senior Software Engineer** **Aug 2008– March 2017**

**Worked for 3 clients**: Best Buy- Geek Squad as PMO, Sanofi as Service Manager and Allianz as Reporting & Business Analysts

**Client 1:** Allianz, Pune, India

**Duration:** December 2011 – 27th Mar 2017

**Role:** Reporting & Business Analysts

**Responsibilities:**

* Manage and control data population in several in built tools, CMDB, client tool.
* Provided design and tested new features as per the requirement in tools.
* Prepared daily, weekly, monthly and ad-hoc reports in excel to share with stake holders.
* Dashboard creation using tableau for visualization.
* Created monthly invoicing for the management and clients providing the current status.
* Involved in Availability management.
* Controlled DL, SMB and SharePoint management for the project team.

**Client 2:** Sanofi, Bangalore

**Duration:** Nov 2010 – Nov 2011

**Role:** Service Manager

**Responsibilities:**

* Using Remedy and HPSD ITIL tools monitored SLA in queue
* Handled Sev. 1 incident while working with different technical teams involved.
* Update and communicate SLA for priority incidents and work order to technical teams.
* Prepared daily, weekly, monthly and ad-hoc reports in excel to share with stake holders.
* Interacting with clients on the daily issue and the Incident discussions.
* Maintained and documented risk and issues occurred, its frequency and current status on SharePoint as the part of best practices and Business continuity Plan.
* Coordinated with several operational and technical teams involved to follow the required contingency plan to handle these risks and issues.
* Prepared shift roster & scheduling in TMS, other daily operations.

**Client 3**: Best Buy- Geek Squad, Bangalore

**Duration**: Dec 2008 – Nov 2010

**Role**: PMO

**Responsibilities:**

* Generated daily, weekly, monthly and ad-hoc reports in excel to share with stake holders.
* Created DART, KPI, Dashboard reports using several Office- Suites.
* Calculated and delivered resource utilization, staffing report, formalized Roll-on Roll-off process, organized training and certifications for the project team.
* Update and maintained version-controlled document on Share point.
* Exposure in maintaining allowance details, Event Management and Newsletter Designing.

**EDUCATION:**

Master of Science in Information Systems and Business Management (University of Memphis) [GPA: 3.53, 2018-2020]

Bachelors of Computer Application, (IPSA Academy, DAVV University) [GPA: 3.07,2005- 2008]

**CERTIFICATIONS:**

ITIL 2011 Foundation, Greenfield certification organized by Accenture, 2008

Business Project Management by University of Memphis, 2019-2020

Data Analytics for Management by University of Memphis, 2019-2020

Google Analytics Individual Qualification, May 2020

**ACADEMIC PROJECTS:**

**YestoKnot Indian Wedding Services Jan 2020- May 2020**

* Creating an informational marketing website on Indian Wedding Services using WordPress and hosting site “Dreamhost”.
* Selected related Plugins, Themes, Keys.
* Worked on SEO- Search Engine Optimization, PPC- Pay Per Click for attracting customers and to build on traffic.
* Google AdWords search, Mail chimp for newsletter designing and campaigning.
* Researched and worked on Blogs, Competitor Analysis, Market Trends and Surveys, Social links, reviews.
* Performed google analytics on our campaign.

**Transport Management System Aug 2019 – Dec 2019**

* As the part of Change Management process plan, proposed University to update their Transport management using built-in Creatrix Campus tool.
* Provided project charter details on Planning phase, Stakeholder Analysis, Resource Management, Scope Management, Triple Constraint calculations, Project Schedule, Budget Summary, Communication Plan, Quality Management Plan, Risk Strategy and Analysis: Impact & its probability.
* Project plan using MS-Project, showing critical path, network diagram, Gantt Chart, Implementation and Transition Phase management.

C**rime in Los Angeles, CA Aug 2019 – Dec 2019**

* With the use of R studio, preprocessed the missing values in the data set on Crime and Arrest Data for LA.
* To evaluate and prepare multiple statistics, plotted graphs for visualizations on different types of crime.
* Anticipated some interesting patterns and observations that could have contributed in increasing crime rate at LA.
* Also examined the trend of the arrest ratio and status against it.

**Clearance Customer Profile (CCP) Jan 2019 – May 2019**

* Prepared RFP and proposed the Planning and Designing Phase for the implementation of new CCP system to DHL with the help of DFDs, Use Case Analysis, Data Modelling (ERDs), MS-Project: showing Gantt Chart, Critical Path, Network Diagram that will provide a central database and integrates information from a broad range of sources.
* It will securely store custom clearance instructions, product details, tax identification numbers, approved brokers, and images of regulatory documents.
* It supports multiple authentication levels that provide various degrees of information access: from guest user access to super user access. Individual technologies and information could be assembled into a more flexible system, efficient and cost-saving operation.

**Attrition Rate for IBM Jan 2019 – May 2019**

* With the use SAS Enterprise Miner, performed pre-processing on missing values and cleaning the raw data of attrition rate for IBM published by the data scientist of IBM.
* With the use of Tableau created visualization and dashboard for better tracking and reporting.
* That may help the organization in knowing the reasons behind attrition and the challenge to overcome attrition can be solved to help minimize its effect and reduce risk on the business.

**B2B Portal for Royal Arabians Destination Management Company Aug 2018 - Dec 2018**

* Prepared RFP and proposed project plan as a solution to a Destination Management Company.
* To install a complete software package hosted over their private cloud.
* To overcome the challenges faced in Inventory Management, Pricing Management, Risk Management, Business Policies, Customers retention and attractions.