Sourav Barua

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# Summary

Focused to optimize & automate business decisions and help business achieve greater milestones using 8+ years of expertise and experience on Data & Business Intelligence.

# Experience

 **senior data informatics analyst**

NTT

12-2016 to Present

* Data Modelling
* Business Reporting
* Business Intelligence
* Business Analysis
* Business Analyst
* Tableau Report Designer
* SLA, KPI, CPI
* Agile Scrum
* Kanban
* Data Visualization
* SQL
* Data Management
* Microsoft Excel
* Tableau Server User & Profile Management
* Data Warehouse
* Requirement Gathering
* Requirement Management
* Requirement Validation
* Stake-Holder Validation & Vision

Working as a BA & Data Analyst to provide Business & Client performance report and BRD/FRD/RTM documents as required & requested.

Managing users, providing access as per business justification, maintaining dashboards, maintaining space in SharePoint and Tableau Server.

Creating Dashboards and maintaining them as per client SOW/contract.

Trace and keeping track of ongoing projects assigned and update them as required via Agile/Scrum/Jira/Kanban as applicable.

 **Sr. Technical Analyst**

HCL Technologies

06-2014 to 12-2016

* Tableau Desktop
* Tableau Report Designer
* Managing users, providing access as per business justification, maintaining dashboards, maintaining space in SharePoint
* Creating Dashboards and maintaining them as per client SOW/contract
* Creating custom reports in Excel or Tableau as requested by SDM/Client account manager
* Business Requirement Gathering and providing input for automation of reports
* Transitioning manual reports to automation in Tableau as applicable
* Data Analysis, Mining and Presentation
* Creation of reports useful for SDM for Client meeting/QBR
* Data pull from CRM, SQL Warehouse, Data Cube as required
* IT Operations
* IT infrastructure
* IT service Delivery
* Analysis of D-Sat calls / cases on technical aspect
* Handled escalations
* Managed Tier 2 queue inflow and dispatching
* Managed team backlogs
* Coaching new team members
* Providing SME support to new hires
* Ensuring compliance as per company guidelines.
* Preparing for a healthy long-term relationship with the users and ensuring full satisfaction and resolution.

Working as a Data Analyst to provide Business & Client performance report as required & requested.

Managing users, providing access as per business justification, maintaining dashboards, maintaining space in SharePoint and Tableau Server.

Creating Dashboards and maintaining them as per client SOW/contract.

 **Technical Analyst**

Wipro

11-2007 to 10-2009

Providing technical support to company employees (onshore and offshore).

Aiding in terms of overall system applications & optimizing the same.

Checking the ticket queue for pending cases and check for updates.

# Education

 **Indira Gandhi National Open University**

Bachelor of Commerce (B.Com.), Business/Commerce, General year of passing 01-2012

**National High School**

H.S, Business/Commerce, General year of passing 06-2007

**South Point School**

Secondary, General year of passing 06-2005

# Licenses & Certifications

 **Tableau Desktop Certified Professional Certification** - Edureka

 **Managing Project Stakeholders** - LinkedIn

 **Leadership Foundations** - LinkedIn

 **Leadership Foundations: Leadership Styles and Models** - LinkedIn

 **Project Management Foundations** - LinkedIn

 **Business Analysis Foundations** - LinkedIn

 **Learning Cloud Computing: The Cloud and DevOps [2018]** - LinkedIn

 **Business Analysis: Business Benefits Realization** - LinkedIn

 **Exam Prep: Microsoft Azure Fundamentals (AZ-900)** - LinkedIn

 **Tableau and R for Analytics Projects** - LinkedIn

 **SQL: Data Reporting and Analysis** - LinkedIn

 **Learning SQL Programming** - LinkedIn

# Skills

Tableau • Business Analysis • Service-Level Agreements (SLA) • Data Analysis • Business

Requirements • Business Analyst • Dashboard • Report Design • Data Analytics • Stakeholder

Management