Jigar Patel

**Data | Analytics |Business | Operations | Planning | Visualization | Reporting| Strategy**

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# Professional Summary:

* Over **7** years of **Data Analytics** and **Business Intelligence** experience in **SQL, SAS, SPSS, R,Tableau, Power BI, QlikView, Looker** with an emphasis on **analyzing, designing, developing** **and implementing** solutions for business problems.
* Extensive knowledge in **SQL** queries and expert in developing **stored procedures, triggers, user defined functions, joins, sub-queries, temp-tables, transactions and indexes**.
* Experience in testing and validating data, **performance tuning** by using **execution plans**, **database engine tuning advisor**, and **SQL server profiler.**
* Extensively worked on **Customer Segmentation** including **Cohort analysis, Targeting models.**
* Experienced in developing various **data visualization reports** including **Conditional, Drill-down, Sub reports and parameterized reports.**
* Experience in developing and analyzing dashboards in **Looker** and **Power BI.**
* Experience in analyzing the data in CRM applications like **Salesforce** including **exact target and mobile studio.**
* Experienced in **Relational** and **Dimensional Modeling**.
* Worked in both **Waterfall** and **Agile Methodology** throughout the software development lifecycle **(SDLC).**
* Strong **Problem solving skills** with **structured ways of analysis** and **deep-diving.**
* Highly motivated and a conceptually strong individual with exceptional analytical and design skills. Flexible, enthusiastic and project-oriented team player with good communication and leadership skills to develop creative & out of the box solution for challenging client needs
* Strong skills in SQL, data warehouse, data exploration, data extraction, data validation, reporting and excel. Utilize Microsoft excel and access to manipulate, cleanse and process large data set.
* Expertise in building complex SQL Queries to perform data mining, data analytics, and data extractions across databases.
* Designed and Optimized Connections, Data Extracts, Schedules for Background Tasks and Data Refreshes for corporate Tableau Server
* Worked on Facets to help payers efficiently execute core administrative functions, including claims processing, premium billing and customer service.
* Utilized a combination of business knowledge, technical skills, and strategic analysis to provide solutions and creative insights to critical business problems.
* Proficient in requirement analysis and creating Use Cases, Sequence Diagrams, Activity Diagrams, Class Diagrams etc.
* Experience in creating partitions, indexes, indexed views to improve the performance, reduce contention and increase the availability of data.
* Reviewed the logical model with application developers, ETL team, DBAs and testing team to provide information about the data model and business requirements.
* Created ETL jobs and custom transfer components to move data from smaller teams to centralized area (SQL Server) to meet minimum capital requirements using SSIS.
* Worked extensively on forward engineering, reverse engineering implementing naming standards for the models
* Statistical modelling including data extraction, manipulation, visualization and validation techniques, reporting on various projects. Professional experience of working on different SDLC methodologies such as Agile (Scrum), Waterfall & Rational Unified Process

**Technical Skills:**

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| --- | --- |
| Tools, Packages & Databases | SQL, Python libraries - NumPy, Pandas, SciPy,R, MS Excel, Visio,Pivot, Power BI,Tableau,Qlikview, Visual Studio, JIRA, Looker, Salesforce,Heap analytics,Host Analytics,Optimizly,Google Analytics,Google ads |
| Modelling & Methodologies | A/B Testing, Supervised & Un-supervised predictive modeling including techniques like machine learning algorithms such as GBM, Random Forest, Logistic Regression etc. |

**Professional Experience:**

**IKEA - Conshohocken, PA Nov 2019 to Dec 2020**

IKEA is a multinational conglomerate that designs and sells ready-to-assemble furniture, kitchen appliances and home accessories, among other useful goods and occasionally home services. Founded in Sweden in 1943, IKEA has been the world's largest furniture retailer since 2008.

**Data/BI Analyst (SQL, NumPy, Pandas, SciPy, MS Excel, Tableau, Exact Target)**

**Responsibilities**:

* Meet with business users to understand the requirements.
* Analyze requirements and write SQL scripts for customer segmentation and Cohort analysis.
* Created dashboard designing with effective data visualization of large data volumes from various data sources (SQL server, Salesforce, spreadsheets etc).
* Developed Tableau data visualization using Cross Map, Scatter Plots, Geographic Map, Pie Charts and Bar Charts, Page Trails, and Density Chart.
* Prepared Dashboards using calculations, parameters in Tableau and created calculated fields, groups, sets and hierarchies etc
* Created and execute queries and ingest data in Salesforce exact target.
* Responsible for scheduled job maintenance and trouble shooting.
* Created **SQL jobs** and monitored them often and updated business with the successful migrations.
* Created customer segmentation models and supported in devising strategies for email campaigns.
* Develop and communicate a deep understanding of subscription lifecycle, perform analytical deep-dives to identify problems, opportunities and specific actions required.
* Develop and implement data mining solutions to fit business problems
* Perform ad hoc **statistical** and **data mining** analysis
* Reviewed the logical model with application developers, **ETL** team, DBAs and testing team to provide information about the data model and business requirements.
* Created **ETL** jobs and custom transfer components to move data from smaller teams to centralized area (SQL Server) to meet minimum capital requirements using SSIS.
* Handling customer retention, churn and renewals.
* Extract actionable insights through analyzing large, complex, multi-dimensional partner/customer data sets
* Working independently with the biz stakeholders with minimal direction and proactively engage with them
* Analyze large datasets from different platforms to troubleshoot and investigate data relationship.
* Build **SQL queries** to extract data from different datasets for analysis and troubleshooting.
* Analyze data and relationship in CRM applications like **Salesforce**.
* Involved in database modeling and data warehousing principles.
* Creation of documents that include solution diagrams and data models and source to destination mapping.

**Environment:** SQL,R ,MS Excel, Google Analytics, ETL,MS Office, Exact Target, Salesforce,

**Bed Bath & Beyond – Union, NJ Aug 2016 to Nov 2019**

**Data Analyst (SQL, NumPy, Pandas, SciPy, R, MS Excel, Tableau, Exact Target)**

Bed Bath & Beyond Inc. is an American chain of domestic merchandise retail stores. Bed Bath & Beyond operates many stores in the United States, Canada, and Mexico. Bed Bath & Beyond was founded in 1971.

**Responsibilities**:

* Designing, programming, and implementing processes as well as reports, dashboards and file feeds
* The analytical data processing required for all the concepts like Bed bath and beyond, buy buy Baby, Harmon, CTS, CPWM, etc.
* Querying on large data sets of demographics, Omniture data, online and in-store attribution, product hierarchy, and customers.
* Created Dashboards using calculations, parameters in Tableau, and Developing Tableau report that provides clear visualizations of various industry-specific KPIs and other performance metrics.
* Design, development, and data transfers to the client include identifying sources for the data, writing queries to create data marts in Netezza/Teradata EDW.
* Worked closely with Marketing, Digital, Campaign management, Email marketing analytics teams, etc.
* Customer segmentation to identify the right population needed by the campaign team to run seasonal and regular campaigns.
* Design and develop data marts to provide to third-party businesses like Salesfloor, Liveramp, and Bridgetree for targeting purpose
* Support daily/weekly/monthly/quarterly business reporting and other ad‐hoc business analysis

**Environment:** Excel, Windows 8/10, MS Office, Google Cloud, R, SAS

**iMobile LLC – Plainview, NY July 2013 to Aug 2016**

**Financial analyst & Reporting ( SQL, Netsute, Salesfores, Power BI, SAP FI MM SD, Rightclick, NumPy, Pandas, SciPy)**

**Responsibilities**:

* Managed financial closing, analysis of monthly financials, including year-to-date
* Developed and enhanced complex financial models in MS Excel (financial statements, scenario and sensitivity analysis, cash flow analysis, budget creation, and forecasting)
* Used python libraries like NumPy, Pandas, SciPy for analysis purposes, while visualization libraries of Python like Seaborn, Matplotlib for graphs plotting. Present the dashboards using BI analytics tools like Power BI.
* Maintained Fixed assets records, including additions, transfers, depreciation posting, and retirements. Performed yearly
* Responsible for corporate intercompany transactions which include: monitoring Intra and inter invoice processing; prepare closing entries
* One window control of corporate bank accounts
* Supplied necessary industry and market research to target new businesses
* Created ad hoc reports and financial analysis to provide strategic insight for C-suite with KPIs
* **Environment:** SQL, Python libraries,MS Excel, Google Analytics, MS Office, Exact Target

**EDUCATION**

**Master of Business Administration in Finance** **2016 ‐ 2017**

# Monroe College | New Rochelle, NY

# Master of Business Administration in General Management 2011 – 2012

# University of Northern Virginia | Annandale, VA

# Bachelor of Commerce in Accounting and Business Management. 2006 ‐ 2009

Gujarat University | Gujarat, India, INDIA

# SELECTED CERTIFICATIONS

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| **Certification in Google Analytics** | **2020** |
| Google Analytics Academy |  |
| **Chartered Financial Analyst (CFA) Level 1** | **2018** |
| CFA Institute |  |
| **Tableau Desktop** | **2016** |
| Tableau eLearning |  |
| **SQL & Database Design** | **2016** |
| Udemy |  |
| **Microsoft Power Bi** | **2015** |
| Udemy |  |