Maitri Saini

Data Analyst

✉ maitrisaini18@gmail.com

☎ +91 8006263963

I am a highly passionate individual who thrives upon seeking new challenges through my career as a Data Analyst. My initial years of working in the business industry push me to go further in discovering more things in it. I am motivated to join a group of seasoned and experienced Data Analyst professionals in the industry respectively.

Experience

Data Analyst at Wipro HR Services Pvt. Ltd.   *Aug 2021 - Present*

- **SmartBen:** This platform facilitates online benefits enrollment for employees, allowing them to easily select and manage their benefit elections during open enrollment periods. This may integrate with other HR systems such as payroll or time-tracking software to further streamline administrative processes and ensure data accuracy.
- Analyzing and tracking the movement of data within file servers that handle or store data. Ensuring the smooth data flow and resolving issues in data pipeline by checking them on daily basis. Played a pivotal role in the implementation of Trackers, ensuring accurate data collection and streamlined reporting processes.
- Expertise in monitoring and debugging data processes to ensure accuracy, reliability, and efficiency. Proficient in identifying and resolving data anomalies, errors by keeping close eye. Documented debugging processes, best practices, and solutions to facilitate knowledge sharing and improve team efficiency.
- Data Warehousing Familiarity: Basic understanding of data warehousing concepts, including data modeling, ETL processes so that seamless data integration, transformation, and loading can take place. Demonstrated ability to integrate data from multiple sources for analysis and reporting purposes.
- Proactive Carrier Communication: Initiating regular communication with carriers to optimize the deliveries and to implement corrective actions and improve data accuracy, resulting in streamlined processes and minimized errors in data.
- Task Management and Collaboration with JIRA: Utilizing JIRA as the primary project management tool to create, track, and prioritize tasks across the project. Demonstrating the ability to streamline workflows, assign tasks to team members, and monitor progress in real-time, resulting in improved project efficiency and on-time delivery. Strong collaboration skills, effectively communicating project requirements and updates within the JIRA environment to ensure alignment across the team.
- Project Audit Leadership: Led audits of small-scale projects within the team, ensuring adherence to project requirements, timelines, and quality standards. Conducted thorough reviews of project documentation, deliverables, and milestones to identify areas for improvement and mitigate risks. Utilized analytical skills to identify discrepancies, assess project health, and provide actionable recommendations for optimization. Played a key role in enhancing project efficiency, quality, and overall team performance through proactive auditing and continuous improvement initiatives.
- SOP Development and Process Standardization: Developed comprehensive Standard Operating Procedures (SOPs) to document and standardize key processes within the organization. Implemented SOPs to streamline operations, improve efficiency, and enhance quality control measures.

- SLA Management and Performance Optimization: Managed Service Level Agreements (SLAs) to ensure alignment. Monitored SLA metrics to track performance and compliance across service delivery team. Utilized data analysis and reporting to identify trends, areas for improvement, and opportunities to enhance service quality and efficiency.
- Dynamic Facilitation of Team Meetings: Engaging and productive team meetings through innovative facilitation techniques and interactive sessions. Utilized creative approaches to foster collaboration, idea generation, and problem-solving among team members. Designed and implemented meeting agendas that encouraged participation, ownership, and accountability. Received consistent positive feedback from team members for creating an inclusive and energizing meeting environment that inspired creativity and drove results.
- Exemplary Escalation Management: Demonstrated exceptional performance in escalation management by maintaining a flawless record of zero escalations over a span of 2.5 years. Proactively addressed potential issues and resolved conflicts with a proactive and solution-oriented approach, effectively mitigating escalations before they arose.
- Experienced in delivering comprehensive training programs to onboard and develop new hires across diverse processes, I have honed the ability to impart complex information effectively and foster skill proficiency. Leveraging clear communication and adaptability, I have led dynamic training sessions, developed tailored materials, and provided ongoing support to ensure successful integration and performance of new team members. With a focus on driving positive outcomes, I am adept at cultivating a collaborative learning environment, resulting in enhanced team productivity and satisfaction.
- Proficient in utilizing JAMA (Journal of the American Medical Association) as a resource in my work, I have effectively integrated its methodologies to enhance project management and documentation processes. By leveraging JAMA's robust features, including its comprehensive database and standardized protocols, I have contributed to the development of thorough and meticulously documented reports

Skills

- Data Visualization
- Analytical and Research Skills
- Creativity
- Time Management
- Teamwork

- Problem Solving
- Software Development Life Cycle
- Power BI
- Report writing and presenting
- Critical thinking skills

Education

Bharat Institute of Technology, affiliated with Dr. A.P.J. Abdul Kalam Technical University (AKTU)

July 2017 - July 2021

- Bachelor of Engineering
- In Computer Science and Enginerring

Declaration

- I hereby declare that all the information given is fully true and correct to the best of my knowledge.

Maitri Saini