TANYA SRIVASTAVA

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Summary

Driven Data Analyst with over 1 year of experience in SQL, Excel, and Power BI, delivering impactful insights and informing strategic decisions. Expertise in creating performance-enhancing reports and dashboards. Currently pursuing advanced studies in Business Analytics to stay updated with industry trends and committed to continuous learning.

Skills

Programming Languages and Technologies

SQL | MySQL | Advanced Excel | PowerPoint | Power BI | ETL | Data Modeling | Data Visualization | ServiceNow | Data Analysis

Soft Skills

Teamwork | Presentation | Innovative | Communication Skills (Oral & Written) | Problem Solving | Decision Making | Analytical Skills

Work Experience

Tech Mahindra | Associate Software Engineer   **Jul 2021 – Feb 2023**

Project Name- Ascension 2.1 | Team Size- 50

Skills- SQL, Microsoft Excel, ETL, KPIs, ServiceNow, DVDev, Cerner Millennium

- Completed **a month-long intensive data analytics training program** as an Associate Trainee under the guidance of an experienced mentor. Based on performance, was subsequently assigned the role of Associate Software Engineer.
- Created and modified the CCL HealthCare report by **querying complex datasets of over 10K records** using CCL and **SQL** for **client Ascension**, focusing on data accuracy, **leading to a 20% enhancement in data analytics.**
- Utilized **Discern Visual Developer for ETL and data validation processes**, conducting ad-hoc tests to refine queries and implement changes in the production report to update the database. This approach led to a **15% reduction in production report errors and ensured accuracy across all reports.**
- Assisted in building solutions by **crafting custom healthcare reports using MS Advanced Excel and Power BI**. This included reviewing business processes, gathering requirements, executing ETL processes, implementing data cleaning strategies, and transforming raw data into actionable insights. **Enhanced efficiency and accuracy by 20% and improved data visualization by 30%.**
- **Actively communicated with stakeholders using ServiceNow ticketing tools** to monitor and resolve client issues. Delivered recommendations that **achieved 95% SLA compliance**, demonstrating effective communication and **improving decision-making by 25%.**

Project Experience

Project Name- PwC Virtual Case Experience

Skills- MS Excel. SQL, Data Analytics

- Implemented data quality checks and validation procedures, improving overall data integrity.
- Investigated the data of call center **using Excel and SQL** and detected rise in call abandonment during lunch hours.
- Currently conducting comprehensive trend analysis on call center data, **processing 8 months' worth of call records**.

Project Name- Bank Churn Analysis Report | Royal Bank of Canada [Link]

Skills- Advanced Power BI, DAX, ETL, Data Modelling, Data Analytics

- Conducted data analysis for RBC, **extracting insights on SLAs/KPIs linked to customer churn**, and oversaw the entire process from data collection to report publication, aligning with business objectives.
- Executed data transformation and data modeling processes through extensive research, **optimizing procedures to reduce data processing time by 50%** and enhancing business performance to improve customer success.

Project Name- Madhav Online Store Annual Report [Report]

Skills- MS Excel, Pivot Tables, Slicers, Problem-Solving

- Understand the business requirement and **designed an interactive E-Commerce annual report in Excel.**
- Conducted competitive analysis, industry trends, metrics and operational metrics offering actionable insights, and **communicate insightful solutions** to enhance business growth strategies by leveraging product performance data.

Education

Amity University Online

Master in Business Administration – Business Analytics   **Jul 2023 – Jun 2025**

Rajiv Gandhi Proudyogiki Vishwavidyalaya

Bachelor in Electronics and Communication Engineering   **Aug 2015 – Jun 2019**