Ujjawal Kumar

Business Analyst

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Summary

Experienced Business Analyst with more than 2 years in the industry, specializing in process optimization, performance analysis, and client coordination. Expertise in working with databases and business intelligence tools to produce comprehensive reports and dashboards. Proven ability to communicate effectively with diverse stakeholders, including business and IT teams. Demonstrated success in providing technical support and strategic recommendations based on data-driven insights to improve overall business performance.

Skills

Core Skills

Process Optimization | Performance Analysis | Client Coordination | Database Management | Business Intelligence | Data Analysis

Tools

MySql | Power BI | Python - Numpy, Pandas | Excel

Work Experience

Programmer Analyst   Sep 2021 - Mar 2024

Cognizant, Noida

- Coordinated with clients worldwide to provide comprehensive technical and business-related support, ensuring prompt resolution of issues and high levels of client satisfaction.
- Leveraged business intelligence tools to create interactive dashboards that provided clients with real-time visibility into key performance indicators (KPIs) and business metrics.
- Demonstrated extensive knowledge and experience in working with databases and business intelligence tools, facilitating data extraction, transformation, and analysis.

Business Analytics Intern   May 2024 - Present

The Sparks Education, Remote

- Analyzed large datasets to identify trends, patterns, and anomalies, providing actionable insights that improved business decision-making by 15%.
- Automated data reporting processes, reducing manual effort by 20% and increasing reporting efficiency.
- Created detailed reports and dashboards using Excel and Power BI, enabling stakeholders to make data-driven decisions.
- Conducted root cause analysis of business issues, developing strategic solutions that addressed underlying problems.

Education

Bachelor of Technology, Electronics and Communication   2017 - 2021

Bhagwan Parshuram Institute Of Technology, Delhi (GGSIPU)

GPA **CGPA 8.11**