



Gyanendra Raz

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Data Analyst

 7542980819

 Bengaluru, India

Profile Summary

Data Analyst with **3+ years of experience** analyzing large datasets to generate actionable insights and support data-driven decision making. Proficient in **SQL and Python** with strong expertise in **data analysis, query optimization, and reporting automation**. Experienced in **Spark, distributed computing, and dashboard development**, with the ability to transform raw data into meaningful business insights.

Technical Skills

Programming: Python (Pandas)

Databases: SQL, Excel,

Data Processing: Data Cleaning, Data Transformation, ETL

Core Skills: Data Analysis, Query Optimization, Reporting Automation

Data visualization tools: Power BI

Work Experience

Data Analyst

Telus International – Gandhi Nagar, GJ

Feb 2023 – Feb 2026

- Wrote and optimized **complex SQL queries** to extract, transform, and analyze data from multiple sources, enabling accurate and timely business insights.
 - Designed and maintained **interactive dashboards and reports** (daily, weekly, monthly) using tools like Excel and Power BI to track operational performance and KPIs.
 - Collaborated cross-functionally with **Operations, Product, Tech, and CX teams** to support data-driven decision-making and improve business processes.
 - Analyzed large datasets to identify **performance trends, bottlenecks, and process gaps**, leading to actionable recommendations.
 - Automated recurring reports using **Excel (advanced formulas, pivot tables)**, reducing manual effort and improving turnaround time.
 - Delivered **ad-hoc analysis and deep-dive reports** to support leadership reviews and strategic planning.
 - Ensured **data accuracy, consistency, and reliability** through validation checks and structured workflows.
 - Worked on key support metrics such as **SLA adherence, resolution time, and CSAT**, improving overall service performance.
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Business Analyst

Valeo – Chennai, TN

Mar 2022 – Dec 2022

- Developed SQL queries for client reporting, reducing **manual data preparation time by 30%**.

- Created **stored procedures and views** to automate recurring analysis tasks and improve team productivity.
 - Analysed **user engagement data** to understand customer interaction patterns across mobile and tablet applications.
 - Supported data reporting initiatives to improve **visibility into product usage and performance metrics**.
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Projects

Movie Rental Business Analysis – SQL

- Performed end-to-end analysis on a movie rental dataset using **SQL**.
- Used **JOINS, aggregations, CASE statements, and window functions** to analyze rental patterns and revenue trends.
- Identified **top customers, most rented films, and high-revenue categories** to support business insights.

Sales & Revenue Trend Analysis – SQL

- Analysed transaction data to identify **monthly revenue trends and category performance**.
- Applied **aggregations, date functions, and window functions** to detect sales patterns.
- Created summary datasets for **business reporting and dashboard visualization**.

Coaching Center Management System (Tkinter GUI)

Tech Stack: Python, Tkinter

- Developed a desktop application for managing student records, attendance, and course enrolment
 - Implemented features like **student registration, attendance tracking, deletion system**
 - Designed a **modern GUI with dropdowns and dynamic updates**
 - Integrated **analytics dashboard and invoice generation system**
 - Automated manual processes, improving efficiency by ~60%
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Email Automation Tool (GUI-Based)

Tech Stack: Python, Tkinter, SMTP

- Built a GUI application for sending **bulk personalized emails**
- Integrated **dynamic email generation using Excel data**
- Added tracking for **email sent date & response time**
- Reduced manual job application effort significantly

Education

B.E. Computer Science

Sathyabama University

CGPA: **7.48 / 10**

2018 – 2022