

Pradip Kumar Singh

Lead Business Analyst

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Summary

Throughout my career, I have worked on projects which have enabled me to have strong analytical and data optimization skills, which I have used to uncover customer insight. I have worked in the past to build models around brand equity and provide reliable, evidence-based analysis that has been used by companies to create a competitive advantage. I can develop and sustain positive relationships with my peers and have strong communication skills. I also worked in project management and acted as a bridge between various departments to deliver critical projects. When I am not working, I like to build and learn new things in software and hardware.

Experience

LEAD BUSINESS ANALYST

2022-08 - Present

Reliance Jio

Responsibilities:

- Proficient in designing and developing interactive dashboards using tools such as Metabase and Tableau.
- Demonstrated ability to transform complex datasets into visually appealing and insightful dashboards that facilitate data-driven decision-making for stakeholders across various departments.
- Skilled in collaborating with stakeholders from diverse functional areas including operations, product management, program development, and leadership.
- Proven track record of understanding their unique data requirements, providing timely insights, and effectively communicating findings to support their operational and strategic objectives.
- Experienced in leveraging data analysis techniques to identify and analyze system bugs and anomalies, utilizing available data sources to diagnose issues and recommend solutions.
- Proficient in using tools like DataBricks to collate and normalize data from disparate sources, enabling comprehensive analysis and informed decision-making.

SENIOR TABLEAU DEVELOPER

2020-06 – 2022-07

DECISION MINDS INDIA

Responsibilities:

- Developed, maintained, and managed advanced reporting, analytics, and dashboards using Tableau for clients including NetApp, VMware, and ServiceNow.
- Conducted data analysis, validation, and mapping, ensuring accuracy and reliability of reports.
- Reviewed and improved existing systems, integrating new systems as necessary.
- Assisted in creating and maintaining stored procedures, user-defined functions, and T-SQL scripting for managing complex business logic.

SENIOR DATA ANALYST

2019-06 – 2020-03

WICKEDRIDE ADVENTURE SERVICES PVT.LTD

Responsibilities:

- Developed wireframes, site maps and content inventories for new dashboard designs
- Synthesized current business intelligence data to produce reports and polished presentations highlighting findings and recommending changes
- Mapped process activities to identify shortfalls and identify options to rectify operational inefficiencies
- Optimized system and platform performance capabilities in most efficient, practical way possible
- Worked closely with all product development departments to create and maintain dashboards.
- Applied honed problem-solving skills to analyse and resolve issues impacting business operations and goal achievement
- Demonstrated leadership abilities in guiding and mentoring a team of analysts, fostering a collaborative and innovative work environment.
- Successfully led initiatives to enhance team capabilities in data analysis, dashboard creation, and stakeholder engagement, resulting in improved efficiency and productivity.

LEAD SOFTWARE ENGINEER <i>PRACTO TECHNOLOGIES PVT LTD</i>	2015-11 to 2019-06
Responsibilities: <ul style="list-style-type: none"> • Developed user-friendly operational and financial dashboards using Talend, SQL, and Tableau. • Led the design and development of complex reports and scorecards tailored to ongoing operational needs. • Provided technical leadership and mentorship to team members. • Conducted ETL processes using Talend to transform raw client data into actionable insights. • Created diverse dashboards for revenue management, clinical analysis, and operational efficiency. • Automated reporting processes using Excel VBA, achieving 90% automation and ensuring quick delivery of ad-hoc requests. 	
DATA ANALYST <i>BRICKWORK RATINGS</i>	2014-06 to 2015-10
Responsibilities: <ul style="list-style-type: none"> • Preparing reports using VBA, Macros • Pipeline reports to all the Business Development Executives and Management • Subsidy report for NSIC • Automation of excel, word to reduce the time and increase productivity • Automated outlook and excel to send emails to the huge number of customer in very less time • Providing inputs and testing the reports generated from a customized Rating software 	
OPERATIONS MANAGER <i>ADAPTIVE MARKETING INDIA</i>	2013-08 to 2013-11
Responsibilities: <ul style="list-style-type: none"> • Preparing Reports using VBA, Macros • Thomas - Kilmann Conflict management report • Career-Path & Influentiality index report • Managing Learning Management System (LMS) • Scheduling Classes & Updating Course Modules • Creating Assessment papers and Scorecards 	
ADVANCED DATA ANALYST <i>XCHANGING TECHNOLOGY SERVICES LIMITED</i>	2012-08 to 2013-08
Responsibilities: <ul style="list-style-type: none"> • Health Insurance plan designing and comparison • Client profiling for healthcare plans • Financial ratings for health insurance carriers and benchmarking reports. • Automation of excel using VBA and Macros, word to reduce the time and increase productivity • Designed MS Access tool to track daily activity and different projects activity 	
PRODUCT DEVELOPMENT ANALYST <i>HINDUJA GLOBAL SOLUTIONS</i>	2010-06 to 2012-07
Responsibilities: <ul style="list-style-type: none"> • Health Insurance plan designing • Health Insurance certificates designing using IStream applications. • Team Handling of 6 members • Query resolution of team members as well as clients • Preparing reports such as TAT, Quality and Productivity using VBA and Macros • Automation of excel using VBA and Macros to capture data and prepare the report 	
Education	
NORTH MAHARASTRA UNIVERSITY, JALGAON B.E. in Electronics and Telecommunications (65%)	2005-06 to 2009-05
KENDRIYA VIDYALAYA TULI, NAGALAND SSC (70%) & HSC (75%) 70%	2003-04 to 2005-03

Skills

Tableau Desktop / Tableau Server Administration

- Building, publishing customized interactive reports and dashboards, report scheduling using Tableau server.
- Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau.
- Responsible for creating calculated fields, bins, hierarchies, LODs using Tableau Desktop
- Developed Tableau workbooks from multiple data sources using Data Blending.
- Developed Tableau workbooks to perform year over year, quarter over quarter, YTD, QTD and MTD type of analysis.
- Created Drill-down and Sub-Report. Monitored the performance of the reports.
- Generated Dashboards with Action filter, Quick filters, Parameters and sets to handle views more efficiently.
- Using Tableau order of operation, generated extract filters and data source filters while handling huge volume of data.
- Tested, Cleaned, and Standardized Data to meet the business standards using SQL and Python
- Worked on different types of charts like Geographical, Line, Bar, Area, Heat Map, TreeMap etc.
- Administer product key, users and user groups in Tableau.
- Responsible for troubleshooting Tableau Desktop issue with the help of Tableau Support Team.
- Mastered the ability to design and deploy rich Graphic visualizations with Drill Down and Drop down menu option and Parameters using Tableau
- Distributed Tableau reports PDF and PowerPoints to different user community using PowerShell Scripting.

SQL Server Database

ETL Tools - Talend Data Integration

MS. Excel Advanced & VBA

Operational and Strategic Management