

Abishekan G

Data Analyst | Business Analyst

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PROFESSIONAL SUMMARY

Results-driven Data Analyst and Business Analyst professional with certified training in Python, SQL, Power BI, and Advanced Excel, backed by 6+ years of experience in team leadership, operational reporting, stakeholder communication, and data-driven decision-making. Skilled in translating complex business requirements into analytical solutions — bridging the gap between business teams and technical implementation. Proficient in end-to-end data workflows including Data Cleaning, Exploratory Data Analysis (EDA), KPI Reporting, Dashboard Development, Requirements Gathering, and Process Improvement. Proven ability to deliver actionable insights that drive strategic business decisions and measurable outcomes.

TECHNICAL SKILLS

Business Intelligence & Reporting: Power BI, DAX Formulas, Data Modelling, Interactive Dashboards, KPI Reporting, Data Storytelling

Business Analysis: Requirements Gathering, Gap Analysis, Process Mapping, Use Case Documentation, Stakeholder Communication, As-Is / To-Be Analysis

Data Analysis: Exploratory Data Analysis (EDA), Data Cleaning, Data Wrangling, Outlier Detection, Statistical Analysis, Root Cause Analysis

Advanced Excel: Power Query, Power Pivot, Pivot Tables, XLOOKUP, VLOOKUP, Advanced Functions, Dynamic Arrays, Dashboard Building, Data Validation

Programming & Libraries: Python, Pandas, NumPy, Matplotlib, Seaborn, ETL Pipelines, Data Manipulation

Database & SQL: MySQL, SQL Joins, Subqueries, Aggregations, Window Functions, CTEs, Query Optimization

Soft Skills: Critical Thinking, Problem Solving, Analytical Thinking, Stakeholder Management, Cross-functional Collaboration, Time Management, Presentation Skills

CERTIFICATIONS

Data Analytics Program — Certificate of Completion

May 2025 – Jan 2026

Entri Elevate (in collaboration with Illinois Tech, USA) | Credential verified | Available on request

- Completed an intensive, industry-aligned Data Analytics program covering Data Cleaning, Exploratory Data Analysis (EDA), Statistical Analysis, KPI Measurement, and Dashboard Development.
- Gained applied expertise in **Advanced Excel** (Power Query, Pivot Tables), **Power BI** (DAX, Data Modelling), **MySQL** (Joins, Subqueries, Window Functions), and **Python** (Pandas, NumPy, Matplotlib, Seaborn).
- Delivered 3 capstone projects across Healthcare, E-Commerce, and Airline domains — applying the full data analysis lifecycle from raw data to business insights.

Data Analytics Certified User — Digital Badge

May 2026

University of Illinois | Issued via Credly | Digitally verified — Credly

- Awarded by the **University of Illinois** validating proficiency in Advanced Excel, Power BI, and SQL with foundational Python knowledge credential verifiable via Credly.
- Badge confirms completion of standardised analytics competency benchmarks aligned with industry Data Analyst role requirements.

Data Analytics — NSDC Certificate (Grade A+)

June 2026

National Skill Development Corporation (NSDC) | Issued via Entri Software Private Limited | Skill India | Government of India — Skill India Initiative

- Certified under the Government of India's **Skill India** initiative in partnership with NSDC, demonstrating competency in Data Analytics.
 - Completed the Data Analytics course with **Grade A+**, assessed and graded by Entri Software Private Limited.
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PROJECTS

Airline Customer Behaviour Analysis | [Python](#) · [Pandas](#) · [NumPy](#) · [Power BI](#) [\[GitHub\]](#)

- Defined analytical objectives and translated business questions into measurable KPIs — satisfaction score, delay impact, and loyalty indicators — aligning analysis with stakeholder requirements.
- Cleaned, validated, and analysed **130,000+ passenger records** using Python (Pandas, NumPy) to identify key satisfaction drivers, loyalty patterns, and service improvement areas.
- Performed Exploratory Data Analysis (EDA) to uncover trends, correlations, and statistical insights — translating findings into actionable business recommendations.
- Designed interactive Power BI dashboards communicating insights to non-technical stakeholders, reducing manual reporting effort by **40%** through automated reporting.

E-Commerce Customer Churn Analysis | [MySQL](#) [\[GitHub\]](#)

- Identified business problem — rising customer churn — and defined analytical scope, success metrics, and data requirements before beginning technical implementation.
- Analysed customer transaction data to identify churn behaviour, purchase frequency patterns, and retention opportunities using optimised SQL queries with JOINS, aggregations, subqueries, and GROUP BY.
- Segmented customers into actionable cohorts (Active, At-Risk, Churned) based on churn probability and purchase recency — providing retention strategy recommendations to business stakeholders.
- Translated raw database findings into a structured business report with data-driven recommendations to support retention decision-making.

Healthcare Analysis & Performance Insights | [Advanced Excel](#) · [Data Visualization](#) [\[GitHub\]](#)

- Gathered requirements from operational context — identified KPI gaps in procedure cost tracking and reporting workflows — and designed an analytical solution to address them.
- Cleaned and transformed structured healthcare datasets using Advanced Excel (VLOOKUP, HLOOKUP, Pivot Tables, Power Query, data validation) ensuring accuracy, consistency, and completeness.
- Built performance KPI reports and summary dashboards identifying a **15% variance in procedure costs** — supporting operational and strategic decision-making across healthcare teams.
- Presented findings in a structured, stakeholder-ready format — demonstrating the ability to communicate data insights clearly to both technical and non-technical audiences.

WORK EXPERIENCE

Team Lead — Operations, Reporting & Process Improvement | [JK Constructions](#) Jan 2021 – Jan 2026

- Led and coordinated a team of **38 workers** across multiple construction projects — managing stakeholder expectations, resource planning, and cross-functional communication to ensure on-time, on-standard delivery.
- Gathered daily operational data, identified workflow bottlenecks through **root cause analysis**, and implemented process improvements — directly reducing timeline overruns and resource wastage.
- Compiled and presented **structured daily progress reports** to senior stakeholders — translating ground-level operational data into clear, actionable business updates, demonstrating strong business communication skills.
- Analysed team performance metrics and operational KPIs to identify inefficiencies — recommended and implemented data-driven process optimisations that improved overall workflow and resource allocation.
- Managed resource planning across concurrent tasks — balancing workforce capacity against project priorities, demonstrating the ability to analyse trade-offs and make decisions under constraints.
- Developed strong transferable skills in **requirements analysis, operational reporting, KPI monitoring, stakeholder communication, and process optimisation** — directly applicable to both Data Analyst and Business Analyst responsibilities.

EDUCATION

Diploma in Automobile Engineering

Chandy Polytechnic College, Tuticorin

Percentage: 89%