

Vishalini Ramakrishnan

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Self-driven and motivated Data Analyst with design thinking capabilities who excels at data analytics and visualization in agile environment following SDLC. Possesses a strong attention to detail and passion to develop analytical strategies and ability to solve complex problems. Responsible for full data analysis projects, including extracting data from various sources including SQL databases, preparing the data (data cleaning and the union/joining of various data sources), modelling of the data, and finally visualizing and presenting insights.

Summary

- A results-driven engineering management grad with experience in operational integrations, exploratory projects, and consulting
- Three years of experience in analyzing the workflow, data documenting and reporting for a telecom client by uncovering the trends hindering the license of the organization.
- Significant experience with data provisioning (gathering, storing and retrieval methods working with various data sources), data modeling and analysis
- Experience in data manipulation techniques (data entry, merging data, query design, data collection) and articulating solutions
- Experience in developing and creating analytical products using business intelligence tools (PowerBI and Tableau)
- Validate data with stakeholders and build reports and visualizations and communicate data-driven insights efficiently
- Experience with spreadsheet and reporting applications, including queries, pivot tables and V-lookups
- Familiar with ML methods and deep learning frameworks (PyTorch) and ML libraries pandas, NumPy, PySpark nltk and matplotlib

SKILLS

Technical skills: Python, MySQL, Datamining, modeling, Tableau, PowerBI, Microsoft: Word, Excel, Outlook, PowerPoint

Soft skills: Teamwork, reliable, commercially aware and a quick learner of new technologies

Others: Agile and Waterfall methodologies, Google workspace, multitasking and organized

EDUCATION

Master of Engineering: Technology Innovation and Management (TIM) Sep'20 – Apr'22

Carleton University, Ontario

Integrated engineering and management program with courses on data analytics, business analysis, documenting business models, product lifecycle development and management, research and analysis of a startup environment, Software Development Life Cycle (SDLC) and software project management, data science and analytics

Bachelor of Engineering (B.E.): Electronics and Communication Jun'14 – Mar'18

Mepco Schlenk Engineering College, India

Core engineering design concepts, telecommunication, computer science, digital signal, and image processing challenges

EXPERIENCE

Technology Sales Consultant | Staples, Canada | Aug'21-June'22

- Provide insightful consulting by recommending appropriate technology products and alternative solutions that prioritize client needs
- Built ongoing relationships with customers to ensure their satisfaction throughout their experience leading to a retention rate of 7% above targets
- Increased targets for customer loyalty signups by 16% by promoting program savings benefits
- Prioritized selling Easy Care Plans (extended warranties), exceeding sales target for insurance products by 12%
- Trained junior sales associates, resulting in a 33% efficiency increase
- **Impact:** Listed under the top 3 inspiring partners of the store. Gained many returning customers that increased sales number by 10%

Data Support Analyst | Infosys Ltd., India | May'18 -Dec'20

Data Support Analyst for an Australian Telecommunication service provider in an agile project

- Conducted research and analyzed network operations through data analysis of geographical locations and workflows that solved operating inefficiencies by 7%
- Worked with clients to model and document goals, communicating using visualization tools and Excel to meet most of the deadlines
- Performed data remediation which allowed the client to obtain licensing, reducing the expenditure by \$7M

Impact: Our microservice team brought down the discrepancy in the application from 15% to 2%. The success rate reached 97.8% that helped the client achieve the target well before the deadline and cut down expenses.

Worked on an Agile project with product managers to re-architect a multi-page website, boosting yearly revenue by \$4M

- Tested software for bugs and operating speed, fixing bugs, and documenting processes to increase efficiency by 18%

PROJECTS PORTFOLIO:

Detailed project portfolio: <https://vishark912.wixsite.com/analyst>

Tableau public profile: <https://public.tableau.com/app/profile/vishalini.ramakrishnan#!/?newProfile=&activeTab=0>

CERTIFICATIONS

Tableau for Data Science 2022

Udemy

Business Intelligent Analyst 2022

Udemy (In progress)