

# Arunaav Chatterjee

Lead Power-BI Analyst | IT Operations | Ex-Virtusa | Ex-Accenture | Ex-Cognizant

(+91) 8826532123    @ arunavm@aol.com    linkedin.com/in/arunavc/    Bhubaneswar (Open to relocate)

## Summary

- With over **10 years** of experience as a **Lead BI Analyst**, I excel in **Data Analysis** and **ETL** processes. I have driven significant improvements in the **ITSM (Information Technology Service Management)** sector.
- I have achieved a **7%** reduction in data preparation time and a **28%** increase in accuracy, enhancing my decision-making capabilities. My strong proficiency in **business intelligence tools** and exemplary **vendor management** skills enable adaptability within fast-paced, data-driven environments.

## Skills

### Technical Skills

MS-Excel | Power-BI | Tableau | MySQL | Python | Data Warehousing | Data Visualization | SQL | Data Modeling | Alteryx |

### Soft Skills

Dashboard Reports | Vendor Management | Business Analytics | Business Management | Six Sigma |  
HR Outsourcing (HRO) | Leadership | Team Collaboration | Problem Solving | Communication | Change Management |  
Business KPIs | Strategic Planning

## Work Experience

### Senior Lead Analyst

Oct, 2023 - Jul, 2024

#### FIS GLOBAL

- Optimized **Power BI dashboards**, cutting data prep time by 50%, improving accuracy to 97.5%, and enhancing **decision efficiency** by 65%.
- Overhauled **BI systems**, reducing reporting delays by 50%, boosting efficiency by 35%, and driving 20% **revenue growth**.
- Improved **data integrity**, reducing inconsistencies by 40%, increasing compliance by 25%, and accelerating reporting by 30%.
- Spearheaded business expansion through **data-driven** insights, driving **28%** revenue growth.

### Data Specialist

Sep, 2020 - Jan, 2021

#### MISBOI CONSULTING SERVICES

- Streamlined account activation, addressing a **35%**-time reduction from **18%** to **7%**, boosting new openings by **22%**.
- Increased **stakeholder participation** by **40%**, overcoming delays by reducing decision time **25%**, achieving milestones **12 weeks** early.
- Boosted **process efficiency** by **7.5%** through **automation integration** and **improved communication**, solving **inefficiencies** in internal workflows.

### Senior Lead - Training

JUNE, 2019 - FEB.2020

#### VIRTUSA

- Optimized ETL pipelines to achieve a **40%** time reduction, saving the company **\$500K** annually.  
Enhanced stakeholder alignment during a critical IT project by implementing tailored communication strategies, and regular feedback sessions.
- Enhanced **campaign performance** by addressing low engagement, leading to a **35%** increase in click-through rates and **20%** reduction in **bounce rates** through an **A/B testing framework**.
- Streamlined and unified operations to address a **30%** delay, boosting **team productivity** and **client satisfaction** scores.

### Analyst -Business Operations

MAR, 2017 - MAR, 2018

#### ACCENTURE SOLUTIONS

- Facilitated a **change management** strategy to address low adoption of **data visualization tools**, achieving **90%** user adoption in **3 months**, boosting **decision-making** efficiency by **20%**.
- Addressed inconsistent customer data by launching and facilitating a **CRM reporting system**, reducing query resolution time by **30%** and enhancing **client retention** by **15%**.
- Executed advanced **business intelligence tools**, resulting in a **10%** increase in data accuracy and enabling **real-time insights** for **vendor engagement**.
- Implemented **data & analytics** strategies that improved **employee engagement scores** by **18%**, leading to an **85%** increase in retention rates.

### Senior Executive

JUNE, 2016 - FEB, 2017

#### COGNIZANT TECHNOLOGIES

- Addressed **time-tracking inefficiencies** by implementing the 'Epic' app, boosting **productivity insights** by **7.5%** and improving **financial reporting** accuracy.
- Analyzed performance metrics through **data & analytics** to identify skills gaps, resulting in a **17%** improvement in training effectiveness across teams.
- Improved **salary apportionment accuracy** by **8%** by resolving **time management inefficiencies**, boosting P&L clarity.
- Analyzed **inconsistent KPIs**, improving P&L forecasts and achieving **5% revenue growth**.

CS Specialist

JULY, 2014 - APR, 2016

AON HEWITT

- Streamlined **HRIS operations** by automating workflows, addressing **inefficiencies** and achieving a **10%** reduction in processing time and **32%** fewer errors.
- Implemented **data management** strategies that reduced **report generation** time by **47.9%**, significantly boosting customer experience and operational efficiency.

Technical Service Executive

AUG, 2013 - JUNE, 2014

IBM INDIA

- Resolved **75%** of system and **internet-based application** issues in corporate and consumer environments, enhancing **user satisfaction**.
- Streamlined service **ticket follow-ups**, overcoming delays to achieve **10x** faster problem resolution and identification.

Projects & Internships

Human Resource Analytics at PwC

Jan 2025 - Mar 2025

 [pwc-ch/power-bi-cqxx](#)

- Led **data visualization** initiatives, creating **Power BI dashboards** that improved **KPI visibility** by 15% with **actionable insights**.
- Conducted **data analysis** to enhance email communication quality and concision, achieving a 7% improvement.
- Investigated **HR data**, identifying gender balance issues at the executive level affecting 23% of the workforce, enabling **informed decisions**.
- Improved **customer experience** by 3% through **Power BI insights**, driving a 15% rise in **C-Sat scores**.
- Optimized **data management** for Accenture, leveraging **Power BI** to generate 7% revenue growth via analytics.

Customer Segmentation Analysis at KPMG


Sep 2023 - Nov 2023

 [kpmg-au/data-analytics-y7gh](#)

- Applied **Data analytics knowledge** to refine customer targeting, increasing **sales projections** by 23%.
- Resolved **data integrity issues**, cleaning 6% of datasets for precise **decision-making**.
- Identified demographics to optimize targeting, driving 4.5% **revenue growth**.
- Designed **visualizations** for stakeholders, enhancing report accuracy by 20%.
- Developed an **analytics framework** for IT, enabling 7% revenue growth and new business opportunities.

Data Science Project at British Airways

Jul 2023 - Sep 2023

 [British-airways/data-science-yqoz](#)

- Conducted a **data science** simulation, achieving **11%** increase in **business insights** for British Airways.
- Addressed **inconsistent customer feedback** by generating **50+** actionable insights, resulting in improved **decision-making**.
- Developed and deployed a predictive model that analyzed **customer purchasing patterns** to inform business decisions, resulting in a **7%** increase in sales revenue.

Virtual Experience Program at TCS


June 2023 - Aug 2023

 [tata/esg-j4vw](#)

- Performed **sustainability research** and analysis, driving 95% accurate strategies for **business decisions**.
- Delivered **client research** and **business analysis** to support **strategic decisions** and boost revenue growth.
- Conducted **sustainability assessments**, achieving a 7% reduction in environmental impact via **data-driven analysis**.
- Created a **strategic fitment matrix**, improving **client satisfaction** by 15% and driving 57% revenue growth.

Social Media Analytics at Accenture

May 2023 - July 2023

 [/Accenture\\_DSMMs6LY794Mstj3H\\_1688760584607\\_completion\\_certificate.pdf](#)

- Advised a simulated **social media client**, overcoming **data integration** challenges, resulting in **29%** improved engagement strategies.
- Identified **content trends** by analyzing **7 datasets**, enhancing **strategic decisions** and improving **insight generation**.
- Developed a **PowerPoint** deck and video presentation, overcoming the challenge of unclear insights, enhancing client understanding by **79%**.

Certification

Google Business Intelligence Certificate

Sep 2024 - Dec 2024

 [coursera.org/account/accomplishments/specialization/INGNIEJVD84Z](#)

Google

## Six Sigma Black Belt

Feb 2023 - June 2023

[linkedinlearning.com/53f7a75094eddb2b25068b38d8f9e0e07a86ca8a4dec578aa5e4f1bd2e1a9c47](https://www.linkedin.com/learning/course/six-sigma-black-belt/53f7a75094eddb2b25068b38d8f9e0e07a86ca8a4dec578aa5e4f1bd2e1a9c47)

LinkedIn & PMI

## IBM Data Visualization Certificate

Jan 2023 - June 2023

[courses.excelr.skillsnetwork.site/certificates/6205323500a448bd891cagf73a8ca2e6](https://courses.excelr.skillsnetwork.site/certificates/6205323500a448bd891cagf73a8ca2e6)

IBM

## Microsoft Certified: Azure Data FundamentalsDP-900

Jan 2022 - June 2022

[learn.microsoft.com/en-us/users/arunav007/credentials/certification/azure-data-fundamentals? Tab=tab-courses](https://learn.microsoft.com/en-us/users/arunav007/credentials/certification/azure-data-fundamentals?Tab=tab-courses)

Microsoft Corporation

## Google Project Management Professional Certificate

Aug 2021 - Feb 2022

[coursera.org/account/accomplishments/specialization/J35ZH2R5MSY6](https://coursera.org/account/accomplishments/specialization/J35ZH2R5MSY6)

Google

## MS SQL Developer Certificate

Mar 2022 - Sep 2022

[/Certificate ID 31679-2853-140453](#)

IntelliPaat

## Google Data Analytics Professional Certificate

June 2021 - Jan 2022

[coursera.org/account/accomplishments/specialization/C6SDVZG34UHV](https://coursera.org/account/accomplishments/specialization/C6SDVZG34UHV)

Google

## Microsoft Certified: Power BI Data Analyst Associate PL-300

Feb 2021 - Dec 2021

[learn.microsoft.com/en-us/users/arunav007/credentials/ca618852546685a7?ref=https%3A%2F%2Fwww.linkedin.com%2F](https://learn.microsoft.com/en-us/users/arunav007/credentials/ca618852546685a7?ref=https%3A%2F%2Fwww.linkedin.com%2F)

Microsoft Corporation

## Education

### Master of Business Administration; Specialization in Finance & Operations

2009 - 2012

BIJU PATNAIK UNIVERSITY OF TECHNOLOGY [📍](#) Rourkela

### Bachelor of Commerce

2006 - 2009

UTKAL UNIVERSITY [📍](#) Bhubaneswar