**Raghu Ram**

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**Professional Experience**

* **Business Data Analyst** with 9+ years of experience in leveraging data to optimize business processes and drive growth. Proven ability to translate business requirements into technical solutions, with expertise in data analysis, data warehousing, and Agile methodologies.
* Proficient in **data cleaning, standardization, and transformation**, coupled with experience in ETL processes for comprehensive and accurate data preparation.
* In-depth knowledge of **banking data sets**, including **products** (loans, credit cards), **accounts** (savings, checking), **customers**, and **transactions** (deposits, withdrawals, wire transfers).
* **Automated** pipeline tasks using **Python scripts** and **Airflow workflows**, reducing operational costs. Optimized batch processing with **PySpark** for high performance and scalability.
* Proficient in **Python, SQL, R,** and **SAS** for **data extraction and analysis**, utilizing **Jupyter Notebook** for **data modeling** and **statistical analysis**.
* Successfully managed **Agile and Scrum projects**, ensuring adherence to **project timelines**, **KPIs**, and **performance metrics**.
* Collaborated with **stakeholders** and **cross-functional teams**, playing a pivotal role in executing **Business Continuity Plans** and leading **change management initiatives**.
* Consistently delivered solutions that enhance **team productivity**, improve **customer value,** and align with **org. goals**
* Effectively tracked issues and managed **change requests** using **JIRA** and **ASANA**, ensuring smooth project execution and timely resolution of any system or process-related challenges
* Led **Value Stream Mapping** workshops, contributed to **Business Process Modeling** and **Re-engineering**, and authored comprehensive **BRDs** and **FRDs** to support **product development** and **operational efficiency**.
* Advanced **Tableau, Power BI, and AWS Quicksight** skills for creating **interactive dashboards** and **visualizations**, uncovering insights that drive **strategic decision-making**.
* Experienced in **BABOK Guide**, **Agile Project Management**, **Software Development Life Cycle (SDLC)**, and **Waterfall methodologies**, leading teams in developing **user stories**, **epics**, and **system requirement documents**. Successfully translated product vision into actionable development using a well-defined **project roadmap**.
* Collaborated with **UI/UX teams** to enhance design and usability while also supporting **API documentation** and **integrations** for **Web Service APIs**, ensuring efficient data exchange and functionality across applications.
* Proven track record of collaborating effectively with cross-functional teams **(Data Engineers, Product Managers, and Business Partners)** to deliver impactful data-driven solutions.
* Expertise in **implementing and managing A/B and multivariate tests** to optimize user experience.

**Technical Skills**

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| --- | --- |
| **Data Visualization & Business Intelligence** | Tableau Desktop, Tableau Online, Tableau Server, Power BI, Tableau Prep, Google Analytics, Qlik, IBM Cognos |
| **ETL & Data Integration** | SSIS, Informatica PowerCenter, Alteryx Designer |
| **API Development** | Postman, Swagger/OpenAPI, RESTful APIs, SOAP APIs |
| **Programming & Scripting** | Python, SQL, SAS, PySpark |
| **Cloud Platforms** | Snowflake, AWS(S3, EC2, Lambda), Redshift, Azure Databricks |
| **Data Analysis & BPM** | Jupiter Notebook, SAS, Excel (Pivot Tables, VLOOKUP), Erwin, Microsoft Visio, Miro |
| **Database Management** | SQL Server, Oracle, MySQL, NoSQL, T-SQL |
| **Project Management & Methodologies** | Agile, Scrum, Waterfall |
| **Collaboration Tools** | Confluence, Slack |

**CERTIFICATIONS**

* Business Analysis Professional Certificate by Microsoft and LinkedIn
* Lean Six Sigma Yellow Belt Certificate by KPMG
* Certified Anti Money Laundering Specialist issued by ACAMS
* Python for Data Science, AI & Development by IBM from Coursera

**Education**

* **Texas A&M University-Commerce**

Master of Science in Business Analytics

* **SRM University**

Bachelor of Technology – Electronics and Communication Engineering

**Professional Experience**

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**Client: Walmart, Dallas, TX, USA March 2024 - Present**

**Role: Business Data Analyst**

**Responsibilities:**

* Conducted business reviews with stakeholders to identify improvement areas and implemented data-backed recommendations.
* Designed and maintained data models and ETL pipelines to integrate patient and billing data from various sources.
* **Optimized export forecasting** and **maintained optimal shelf life**, reducing carrying costs by **15%** and increasing turnover by **16.8%** using **Power BI** dashboards.
* Been part of building models to solve **capacity breaches** and optimize **replenishment processes for different FMCG**.
* **Maintained automation of the Tableau dashboard refresh** process, improving reporting for daily, weekly, and monthly compliance reviews.
* Leveraged Redshift and **Redshift Spectrum** to design and implement an automated data pipeline for processing and analyzing large datasets, enabling efficient data loading and transformation from various sources, including data residing in Amazon S3
* Reduced data processing time by 50% by optimizing Redshift table design (distribution keys, sort keys) and query performance and by utilizing **Redshift materialized views** to pre-compute and store frequently accessed data, enabling faster turnaround for critical analyses and reporting.
* **Acted as a liaison between technical teams and business stakeholders**, translating technical jargon into actionable business insights.
* Built interactive Tableau dashboards to provide real-time insights into patient care, billing trends, and revenue cycle management.
* **Developed and maintained detailed user stories and acceptance criteria** in JIRA, translating business requirements into actionable tasks for IT teams and ensuring successful delivery in an Agile environment.
* Enhanced **data accuracy** by eliminating 40% of redundancies, improving the reliability of insights delivered to stakeholders.
* **Conducted risk assessments**, identifying vulnerabilities in **transaction processing** and **customer behavior** using **Alteryx** for data mapping and analysis.
* **Developed business reports** with **Power BI**, increasing strategic planning accuracy by **12%**.
* **Improved compliance accuracy by 15%** through precise **Schedule B** and **ECCN classification** for US export shipments.
* **Reduced compliance risks** by conducting **Restricted Party Screening** for export transactions.
* **Streamlined SOPs and policies**, increasing operational efficiency through **Alteryx**-based automation of compliance workflows.

**Environment/Tools**: **Confluence**, **SQL,** **Power BI,** **Power Center,** **Tableau, Python, Excel, Workday, Agile, Scrum, SharePoint**

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**Company: Revolut India Operations Pvt. (Bank) Limited, India Jan’2022 – Nov’2022**

**Role: FCC Business Data Analyst**

**Responsibilities:**

* Collaborated with diverse teams at **Revolut** to ensure compliance with regulatory standards while enhancing **AML monitoring systems** using **Fiserv's** AML Risk Manager. This strategic partnership effectively addressed client needs and facilitated seamless integration into existing workflows.
* Utilized **Redshift's concurrency scaling feature** to handle peak loads during high-volume trading periods, ensuring consistent performance of the financial risk analysis platform.
* Developed **Qlik dashboards** to visualize key **AML metrics**, including transaction monitoring, exception handling, and suspicious activity trends, enabling compliance teams to identify high-risk patterns effectively.
* Worked as a **secondary contact** in the system design process. Supported the primary API developers by documenting **RESTful APIs**, outlining key functionalities, endpoints, and integration points for seamless data exchange between FCC systems.
* Demonstrated a strong understanding of **data integrity and privacy practices** within the **financial sector**, ensuring adherence to stringent risk management frameworks and regulatory requirements and contributing to robust compliance processes.
* Managed **compliance and AML monitoring** for a range of **banking products**, including Payments, Transfers, Current Accounts, Savings Accounts, Credit Cards, Corporate Loans, and Investment Platforms, ensuring **regulatory adherence (OFAC, FinCEN)** and mitigating risks through advanced data analysis.
* Designed and implemented complex ETL processes using **Informatica PowerCenter and Snowflake**, optimizing data integration from diverse sources to support regulatory reporting and improve data accuracy in compliance assessments.
* Developed interactive dashboards and reports in **Tableau Server and Power BI,** visualizing KPIs and compliance metrics.
* Facilitated data-driven decision-making across executive management by providing clear, actionable insights into regulatory compliance and operational performance.
* Applied **Scrum methodologies** to streamline processes, safeguard sensitive information, and maintain compliance with regulatory standards. Led successful deployments of data analytics solutions using **Agile methodologies and JIRA**, enhancing operational efficiency and compliance with AML regulations.
* Partnered with UX/UI designers to improve user interfaces, enhancing data accessibility and compliance-related visualization tools, resulting in more intuitive and user-friendly solutions.
* Utilized Selenium for automated testing, ensuring the reliability and performance of data solutions. Managed UAT processes to validate new features, ensuring they met business and regulatory requirements.

**Environment/Tools**: **SQL, Power BI, Python, Tableau, ETL Informatica, Snowflake, Power Center, Agile, Scrum, ERP, ECRM, UI/UX.**

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**Company: Infosys Limited, Hyderabad, India April’2021 – Decemeber’2021**

**Role: Associate Consultant**

**Responsibilities:**

* Built automated ETL processes using Python (pyodbc, pymysql) to integrate data sources, enabling real-time analysis seamlessly.
* Built and optimized data pipelines to handle large volumes of claims and eligibility data, ensuring accurate reporting and analytics for healthcare providers, insurers, and other stakeholders.
* Designed and implemented scalable data models using DBT, automating the transformation of raw data into actionable insights, while improving data quality and processing speed for healthcare claims, benefits, and eligibility data.
* Integrated cloud platforms such as **Azure and Snowflake** to manage large volumes of structured and unstructured healthcare data.
* Utilized **Postman and SOAP UI** for API testing and validation, ensuring robustness, performance, and adherence to security standards.
* Facilitated **data reconciliation processes** post-migration, ensuring minimal business disruption and full compliance with data integrity standards.
* Designed and developed a workflow for the data migration from **Centene to CVS/Aetna Data warehouse** and was part of creating Views, and complex Stored Procedures to reduce retrieval time of data on Aetna Systems.
* Performed **Data validations** after the migration and created reports on data distribution and documentation on data mapping.
* Collected requirements, identified, and prepared **data models** to develop automated **tableau dashboards** to visualize metrics of **medical claims**, and managed reports on the tableau server reducing the working time by 80%.
* Developed workflows with a scheduled refresh in Tableau prep to clean data across different data sources and later source it on the Tableau Desktop to create stories.
* Automated **Python scripts** for data pull across multiple databases followed by data cleaning, manipulation, and analysis.
* Worked cross-functionally with IT and Provider teams to automate the reporting process in Tableau. This automation has significantly reduced the daily report generation time by 85%.
* Reported turnaround time for Cases/Tickets within the organization and identified delays which initiated conversations for representatives with **Medicaid providers/practitioners** and provider Analysts within the organization.
* Developed interactive dashboards with **Power BI and Tableau** for granular analysis of patterns and trends, facilitating better decision-making.
* Collaborated effectively with internal stakeholders to assess and enhance data-driven processes, leveraging data analysis to improve team decision-making.
* Managed project timelines and resources using **Agile methodologies and JIRA**, ensuring timely delivery and effective collaboration.
* Partnered with QA to create test cases and actively participated in UAT system testing.

**Environment/Tools**: **SQL, Power BI, Python, Tableau, ETL Informatica, Snowflake, Power Center, Agile, Scrum, ERP.**

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**Company: Deloitte USI, Hyderabad, India Feb’2019 – Mar’2021**

**Role: Business Data Analyst**

**Responsibilities:**

* Applied **Agile methodologies** to improve process workflows, reducing process cycle time and increasing on-time delivery performance. Tools used: JIRA, Trello.
* Utilized **Tableau and Google Data Studio** to analyze freight and pricing data, improving anomaly detection accuracy and enhancing pricing strategy.
* Enhanced **risk detection** by 15% through data analysis **in Tableau**, identifying **suspicious activity patterns** and ensuring **regulatory adherence**.
* Enhanced data accuracy by 40% through data cleansing and deduplication techniques, using **Teradata's Quality and Transformations capabilities.**
* Developed data-driven solutions with cross-functional teams, leading to a 23% increase in **high-risk transaction identification**.
* Managed **user acceptance testing (UAT)** processes to ensure successful implementation of AML compliance solutions.
* Designed and implemented efficient stored procedures in **SQL Server** to streamline data access during a warehouse migration. This resulted in improved operational efficiency.
* Prepared detailed weekly and monthly reports for leadership, facilitating data-driven decision-making.
* Applied **UML diagrams** to visualize and document **AML process flows**, including data and compliance workflows.
* Performed **Gap Analysis** of client requirements, & generated **workflow processes, flow charts, & relevant artifacts**.
* Analysed and Documented **(BRD**), FRD, **Functional Specification Documentation**, and **System Requirement Documentation**, using **UML methodologies, Six Sigma techniques, and Caliber RM**.
* Implemented **SSIS and Microsoft Visio** for **ETL process visualization** within **SQL Server Integration Services, ensuring** seamless **data integration** and **regulatory compliance.**
* Provided AML compliance training to new hires, ensuring knowledge transfer and team competency.
* Conducted thorough data analysis using **SQL queries and Excel VLOOKUP** to support AML investigations.
* Utilized **Python** for data manipulation and automation tasks, improving operational efficiency in data processing.
* Collaborated with IT teams to enhance **data security measures**, ensuring compliance with data privacy regulations
* Performed a thorough evaluation of the existing **AML transaction monitoring procedures,** utilizing **SQL and Excel** for **data retrieval and analysis**. This assessment revealed areas of inefficiency and discrepancies in data integration and alert creation, resulting in a25% decrease in **false positive alerts.**
* Maintained advanced **data profiling methods** by leveraging **Python** for **automation and statistical analysis**, resulting in a 15% enhancement in identifying previously unnoticed suspicious transactions within the AML system.
* Participated in **cross-functional** meetings to discuss and implement strategiesfor improving **AML processes and compliance effectiveness**.

**Environment/Tools**: **SQL, MySQL, T-SQL, Python, Tableau, ETL Informatica, Apache, Hadoop, Spark, Bigdata, Power Center, Agile, Scrum, Data Management.**

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**Company: HDFC AMC, Hyderabad, India June’2018 – Feb’2019**

**Role: Business Analyst**

**Responsibilities:**

* Improved Client Segmentation (15%): Utilized SQL to extract and segment client data by investment preferences and risk tolerance at HDFC. Further analysis with advanced Excel techniques revealed hidden spending patterns related to asset allocation. This data-driven approach boosted targeted marketing effectiveness by 15%.
* Analyzed **CRM data** (through Salesforce) at HDFC to segment clients and personalize marketing, driving a 22% increase in cross-selling rates. Additionally, utilized R for market basket analysis to identify upsell and cross-sell opportunities.
* Created **functional requirement documents** (FRDs) for system enhancements, aligning technical deliverables with business objectives.
* Reduced report generation time by 100% through **automation and optimization** of reporting processes.
* Led **training initiatives** on Cams Edge and HDFC Chatbot at HDFC, equipping teams to handle client inquiries efficiently. This yielded a 10% reduction in transaction processing time and a 5% increase in customer satisfaction scores related to online transactions.
* Acted as the primary interface with the programmers and the business customer to perform User Acceptance Testing (UAT) of Oracle Applications Financials.
* Designed interactive **Tableau dashboards** at HDFC, simplifying complex investment data and fostering a 27% increase in client inquiries and follow-up actions on investment opportunities.
* Utilized **SQL and Python** to analyze client data at HDFC, identifying and rectifying inconsistencies in investment product performance across the allotted region.

**Environment/Tools**: **SQL, MySQL, T-SQL, Python, Tableau, ETL Informatica, Apache, Hadoop, Spark, Bigdata, Power Center, Agile, Scrum, Data Management, Salesforce, Oracle.**



**Company: Temenos India Private Limited, Hyderabad, India July’2016 – May’2018**

**Role: Data Analyst**

**Responsibilities:**

* Generated SSIS packages to load data from source systems into the data warehouse database.
* Acquired data from Oracle, CSV, Excel, and text files and loaded them into destination tables.
* Created packages using complex transformations and control flow tasks such as script, File System, bulk Insert, FTP, send mail tasks, merge, merge join, look up, and all.
* Constructed logging files & configuration files to deploy packages from the development to the production environment.
* Created jobs and schedules to automate the process of running packages in the SQL server.
* Formalized complex summary reports using SSRS to show region and channel-wise sales.
* Automated the delivery of reports using subscriptions in SSIS.
* Generating complex transact SQL (T-SQL) queries, sub queries with the help of SQL server constraints such as (primary keys, foreign keys, defaults, check and unique, etc.).
* Using analytical and troubleshooting skills performed tuning and optimization to achieve rapid issue resolution in large-scale production environments which are located globally.

**Environment/Tools**: **SQL, Power BI, Python, Tableau, Apache, Hadoop, Spark, Bigdata, Qlik, Power Center.**



**Company: Dot Scripts Technologies, Hyderabad, India May’2015 – June’2016**

**Role: Data Analyst (Financial Services, E-commerce, Health)**

**Responsibilities:**

* Developed and hosted **web service endpoints** using both **SOAP** and **REST protocols** on **IIS** to securely facilitate **data extraction** and streamline access workflows for **ETL processes** in **SQL Server Integration Services (SSIS)**, optimizing **data retrieval** for **reporting** and **analysis** in **financial**, **e-commerce**, and **healthcare projects**.
* Generated **SSIS packages** to load data from various sources—including **Oracle**, **CSV**, **Excel**, and **text files**—into the **data warehouse**, utilizing complex **transformations** and **control flow tasks** such as **Script**, **File System**, **Bulk Insert**, **FTP**, **Send Mail**, **Merge**, **Merge Join**, and **Look Up**.
* Constructed **logging** and **configuration files** to ensure smooth deployment of packages from **development** to **production environments** and **automated package executions** in **SQL Server** through **scheduled jobs**.
* Designed comprehensive summary **reports** in **SQL Server Reporting Services (SSRS)** to track **region**- and **channel-wise sales**, with **automated report delivery** using **SSIS subscriptions**.
* Wrote and optimized complex **T-SQL queries** and **sub-queries**, leveraging **SQL Server constraints** (**primary keys**, **foreign keys**, **defaults**, **check**, and **unique**) for **data integrity** and **performance**.
* Applied strong **analytical** and **troubleshooting skills** to **tune** and **optimize performance**, achieving **rapid issue resolution** in large-scale, high-demand **production environments** globally.

**Environment/Tools**: **SQL, Power BI, Python, Tableau, Apache, Hadoop, Spark, Bigdata, Qlik, Power Center.**

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**Company: Adaps IT Private Limited, Hyderabad, India Nov’2014 – April’2015**

**Role: Data Analyst**

**Responsibilities:**

* Participated in all phases of project life, including data collection, data mining, data cleaning, model development, validation, and report creation.
* Utilized the K-Means clustering technique to identify outliers and classify unlabeled data.
* Developed segmentation models using K-means Clustering to discover new segments of users.
* Created Power BI dashboards using stack bars, bar graphs, scattered plots, and geographical maps.
* Evaluated statistical information to determine risk.
* Interaction with Business analysts, SMEs, and other Data Architects to understand Business needs and functionality for various project solutions.
* Carrying out specified data processing and statistical techniques such as sampling techniques, estimation, hypothesis testing, time series, correlation, and regression analysis using Python.

**Environment/Tools:** **Python, PyCharm, Power BI, Machine learning, MySQL**