

# MOHAMED ASFAR BABUL HUSSAIN

DATA ANALYST | BUSINESS INTELLIGENCE

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## SUMMARY

- 4+ years of Industry experience as a Data Analyst with strong understanding of **Data Modeling, and Data Warehousing techniques**.
- Adept skills in cleaning and transforming data using **Power BI and Tableau** to prepare **ETL** processes and **creating dashboards**.
- Working knowledge of complete **Software Development Life Cycle SDLC** for the projects using methodologies like Agile and Waterfall.
- Proven knowledge of using several **Python libraries** like NumPy, Pandas, Plotly, Seaborn, Matplotlib, and Scikit-learn.
- Good knowledge of developing Database Schemas like **Star and Snowflake schema** used in relational, and multidimensional modeling.
- Good understanding of relational databases like **MySQL, MS SQL Server, Oracle SQL, Postgre SQL and DB2**.
- Adaptable to Azure services like **Azure Data Factory, Azure Data Lake, Azure Synapse Analytics, and Azure SQL Database**.

## WORK EXPERIENCE

- Deloitte** Gilbert, AZ  
**Data Analyst** Oct 2021 – Present
- Analyzed **340,000+ customer data** in SQL Server to determine the eligibility of the customers based on SNAP, Medicaid and TANF aids and optimized the customer ticketing system, reducing the **response time by 30%** and increasing **customer satisfaction ratings by 15%**.
  - Created **SQL tables** with referential integrity and developed advanced queries using stored procedures and functions using MS SQL server.
  - Involved in extensive **DATA validation** by collaborating with cross functional teams and handled **data quality** issues in back end testing.
  - Developed project roadmaps, plans, timelines, milestones, deliverables as per business objectives & organized projects on JIRA tool.
  - Coordinated **Production Support** with Batch team by resolving critical issues on timely manner and updating **maintenance on JIRA**.
  - Validated SQL queries in the **UAT testing environment** to ensure code quality during the **Production Deployment**.
  - Designed and developed weekly, monthly reports in **Power BI using DAX expressions** to highlight the KPI's and provided weekly update to the clients for decision making.

- Vetro Technologies Inc** Columbus, OH  
**Data Analyst Intern** Aug 2021 – Oct 2021
- Converted the raw data, performed statistical analysis in Python to detect the key factors contributing to **customer churn rate**.
  - Built monthly **Tableau Dashboard** reports to visualize project KPIs like project status, due dates & risks for executive project stakeholders.

- Legion Inc** Pleasanton, CA  
**Project Manager Intern** Jun 2020 – Aug 2020
- Conducted demographic research and data analysis using **SQL and Excel** for Santa Clara County, to provide customer service for low-income families, funded by California Lifeline Program. Maximized **cost effectiveness by 8%** through effective sales and marketing of android smart phones for **Sprint's Assurance Wireless Program**.
  - Developed **project roadmaps** & vision for products by translating research, customer insights, and data discovery into innovative solutions.

- Accenture** Chennai, India  
**Data Analyst** Aug 2016 – Sep 2018
- Analyzed **Health Care claims data** to retrieve patients' claims, to identify cost drivers, utilization patterns and healthcare anomalies.
  - Wrote **SQL procedures** to extract bulk customer data, performed data analysis, and grouped the data based on certain KPI's.
  - Managed **Agile projects** on Service Now, escalated the tickets to track product bugs & worked closely with the QA team on bug fixes.
  - Responded to abend calls, technical bridges and resolved incidents using complex **SQL queries** within the provided **SLA's** in Service Now.
  - Assisted in developing **ETL processes** to extract, transform, and load data from Excel sheets and SQL Server into Tableau.
  - Developed and maintained dashboards and reports in **Tableau** for tracking key metrics and providing insights to stakeholders.

## EDUCATION

- San Jose State University** San Jose, CA  
Master of Science in Engineering Management (GPA : 3.8/4, **Dean's List**) May 2021  
**Coursework:** Data Mining, Database Management Systems, Agile Systems Engineering, Engineering Statistics, Financial Engineering

- Anna University** Tamil Nadu, India  
Bachelor of Engineering in Mechanical Engineering May 2016

## TECHNICAL SKILLS

**Databases:** MySQL, MS SQL Server, Oracle SQL, DB2

**Concepts:** SDLC (Agile Methodology, Waterfall), Kanban, Scrum, Product Life Cycle, Gantt Chart, SWOT, Project Management

**Programming:** Python, SQL

**Visualization:** Tableau, Power BI, Qlik Sense, MS Excel

**Certifications:** Azure Data Fundamentals, Azure Data Engineering, SQL for Data Analysis, Tableau for Data Analysis, Six Sigma Green Belt

**Libraries:** Plotly, Pandas, NumPy, Scikit-Learn, Matplotlib, TensorFlow, Keras

**Machine Learning:** Supervised learning, Unsupervised learning, Clustering, Deep Learning

**Cloud and Other tools:** Azure, MS Excel, MS Word, MS PowerPoint, JIRA, Confluence, Google sheets, G Suite