Name : Tanya Garg

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Current Address : Unit 328/1 F Broughton Street, Parramatta 2150 NSW

Professional Summary

Skilled Data Analyst adept at designing and producing aggregated service reports, dashboards, and insights for stakeholders. Proven expertise in developing performance dashboards, creating automated reports, and serving as a subject matter expert (SME)to guide end users on analytics and reporting, ensuring optimal utilization and resolving issues efficiently. Known for meticulous attention to detail and a proactive approach in spearheading projects, adeptly transforming requirements into actionable user stories for development teams.

Technical Skills

Data Analysis tools : Power BI, Power Query Editor, Power BI Service, DAX, Qlik Sense, Tableau, Salesforce CRM, Guidewire

DBMS and Machine Learning : ETL,SQL, AWS. Azure, Snowflake, SAS, Regression Modelling,GCP

Project tools : JIRA, Confluence, Project Professional.

Programming Languages : Python – NumPy, Pandas, C, Java, Git

Qualitative Skills

Excellent communication skill - Explaining technical and non- technical concepts

Strong presentation skills - client meetings, stakeholder engagement and team briefings

Excellent Leadership skills -   managed team to achieve the goals and results

Work Experience

iCare | Data and Reporting Analyst   Feb 2023 – Present

- **Strategic Dashboard & Reporting Optimization** – Designed user centric and optimized executive-level dashboards utilising Power BI, integrating key performance metrics for insurance claims, finance, risk, and Compliance. Enhanced and delivered timely, accurate monthly and quarterly reports by refining SAS scripts and SQL queries, improving data accuracy, efficiency, and business insights.

- **Project Leadership & Stakeholder Engagement** – Led end-to-end analytics projects, from requirements gathering to implementation, collaborating with senior executives, finance leaders, and cross-functional teams to ensure data solutions align with business objectives. Documented data flows, ETL processes, and technical guides in Confluence to streamline knowledge sharing for non-technical stakeholders.

- **Power BI & Data Transformation Expertise** – Developed and optimized Power BI reports and dashboards, leveraging DAX expressions and Power Query Editor to extract, transform, and visualize data. Integrated multiple data sources, including AWS and Snowflake, ensuring real-time insights and effective decision-making for senior stakeholders.

- **Enterprise Innovation and Leadership** – Pioneered the introduction of Qlik Sense On-Demand App Generation (ODAG) at icare, designing a scalable framework for large data volume management. Provided strategic leadership by collaborating with Infrastructure teams, driving comprehensive risk assessments, and successfully securing Architecture Board approval. This initiative set a new enterprise standard, enabling broader adoption across projects and enhancing icare's data analytics capabilities.

- **Financial Reporting Governance and Stakeholder Assurance-** Led the development and delivery of General Insurance reports for NSW Government stakeholders, including accurate reconciliation of payments and recoveries to support financial transparency and compliance. Designed a secure, auditable distribution process with robust access management, enhancing data governance, operational efficiency, and trust in reporting outcomes.

- **Team Leadership & Agile Execution** – Led and mentored a team of junior analysts, aligning projects with strategic business goals. Managed multiple initiatives using Agile methodologies, ensuring timely delivery through JIRA tracking and iterative development cycles.

- **Training & Stakeholder Enablement** – Conducted interactive workshops and training sessions, empowering stakeholders with dashboard proficiency and data-driven decision-making capabilities. Provided advisory support on best practices for data visualization and analytics tools.

- **Cross-Functional Collaboration & Compliance** – Partnered with finance, risk, and Infrastructure Platform Solutions teams to implement robust data strategies, develop conceptual models, and ensure compliance with business and regulatory standards. Served as a key liaison with business stakeholders and data engineering teams to drive impactful solutions.

- **Predictive Analytics & Machine Learning** - Developed and implemented predictive models on Finance claims data and workforce data to forecast incident rates, identify high-risk claims, and support data-driven decision-making for optimizing resource allocation and risk management.

Reliance Digital| Reporting Analyst   Dec 2021 – Sep 2022
(Retail Industry)

- **Leadership & Stakeholder Engagement** – Managed and mentored a team of junior analysts, driving efficiency in reporting, dashboard testing, and data validation. Engaged with senior stakeholders, and conduct iterative prototyping and gather feedback to align **BI and data solutions** with business objectives, fostering data-driven decision-making across the organization.

- **Enterprise Reporting & Cloud-Based Analytics** – Spearheaded weekly, monthly and ad-hoc performance reporting, ensuring accuracy, compliance, and data integrity for both internal and external stakeholders. Designed and optimized **Power BI dashboards**, leveraging **Microsoft Azure** and cloud-based analytics to enhance scalability and operational efficiency.

- **Data Engineering & Process Optimization** – Maintained and enhanced data pipelines by optimizing **SAS scripts** and automating **ETL workflows** using **Alteryx**, improving data processing speed and accuracy. Applied **SQL and Python** to transform complex datasets, integrating data from multiple sources for enterprise-wide reporting.

- **Business Intelligence & CRM Insights** – Developed interactive dashboards and performance metrics in Power BI and Salesforce TCRM, translating complex data into actionable business insights. Analyzed vendor service consumption and operational performance using pandas, SQL, and advanced pivoting techniques, driving efficiency improvements.

- **Predictive Analytics & Machine Learning** – Applied ML models to analyse data, optimizing product pricing strategies and predicting customer retention pathways. Used advanced statistical techniques to uncover trends and support business growth initiatives.

Accenture | Data and Reporting Analyst   **Nov 2018 – Nov 2021**

- **Process Automation & Data Optimization** – Led a project to automate manual Excel operations, leveraging Python (Pandas, NumPy, Matplotlib) to streamline workflows, reduce errors, and enhance efficiency. Automated MS Excel spreadsheets using Python, VBA, and advanced Excel functions (e.g., VLOOKUP) for improved data analysis.

- **Project Management & Independent Execution** – Managed projects independently, ensuring clear communication and on-time delivery of critical data solutions. Provided analytical support for Accenture Training Management data, evaluating datasets and aligning insights with business objectives

- **Data Integrity & Quality Assurance** – Ensured data accuracy by proactively identifying and rectifying inconsistencies through seamless collaboration with key stakeholders. Provided data-driven recommendations to optimize business processes and enhance reporting accuracy.

- **Data Warehousing & Business Intelligence** – Partnered with Data Warehousing & BI Consultants to design and implement scalable database and data warehouse applications, ensuring alignment with both current and future business needs.

- **Enterprise Reporting & Performance Analysis** – Developed new reports while maintaining and enhancing existing production reports. Identified gaps and improvement opportunities within operational reporting frameworks, enhancing decision-making capabilities.

- **SQL & Snowflake-SAS Integration** – Extracted and transformed data using Snowflake-SAS, implementing optimized SQL queries to support enterprise reporting and analytics.

AppInventiv| Software Engineer Intern   **Jan 2018 – Aug 2018**

- Handled all Front-End tasks of an android application, which offered rewards for answering questions, using JAVA, and thus got hands-on experience with android development.

- Created User Interaction using Relative and Constraint Layouts and handled the background Authentication with back- end servers and integrated the Facebook and Google Sign-In APIs.

- Built Restful Web Services using Retrofit Library at various stages in app development and parsed responses using JSON parser to fetch HTTP data.

ACHIEVEMENTS

- Received award for automating business report generation process, reducing weekly manual efforts by 66% and thus helping in quick decision making.

- Appreciation award for leading and driving team-building activities for 25 + people for a cohesive workplace.

EDUCATION

BACHELOR IN COMPUTER SCIENCE ENGINEERING   **Aug 2014 - Jul 2018**

Chandigarh, India

References

Available upon request