

# Ayush Burde

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## PROFESSIONAL SUMMARY

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IT professional with 4+ years of experience in system integration, data analysis, and business process optimization. Experienced in gathering requirements, analyzing complex data, and delivering actionable insights. Skilled in stakeholder communication and aligning technology with business goals to drive informed decision-making and support organizational growth.

## EDUCATION

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<b>Bachelor of Engineering</b> (Information technology) RamdeoBaba University	2017 - 2021 Grade: 7.68/10.0
<b>Intermediate (Class XII)</b> Kamla Nehru College	2016 - 2017 Grade: 74.92%
<b>Matriculation (Class X)</b> Sandipani School	2014 - 2015 Grade: 8.6/10.0

## EXPERIENCE

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**Custom Software Engineering Senior Analyst** May 2021 - Present  
Accenture *Nagpur*

- Analyzed and optimized business processes and system integration workflows to improve IT service delivery efficiency.
- Gathered and prioritized requirements from diverse stakeholders to ensure alignment between IT solutions and business goals.
- Developed and executed 50+ SQL queries monthly, supporting data-driven decisions and generating detailed reports.
- Collaborated with cross-functional teams to design and deliver scalable integration solutions aligned with organizational objectives.
- Applied foundational Python skills for basic data analysis and automation tasks within project workflows.
- Assisted in ITSM (ITIL) implementation, contributing to faster incident resolution and improved service management.
- Led clients in major campaigns and Black Friday roles, ensuring smooth execution during peak transaction periods.
- Conducted risk assessments on critical systems and recommended strategies that boosted service continuity by 30%.

## PROJECTS

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**Chinook Data Analysis** ( [Demo](#) ) June 2025

- Analyzed customer behavior and sales trends by genre, region, and artist using 25+ advanced SQL queries (JOINS, CTEs, window functions).
- Modeled customer churn and CLV to segment users for targeted marketing initiatives.
- Delivered actionable business insights and recommendations for retention, bundling, and market expansion through executive presentation and SQL documentation.

**AstroSage Analysis** ( [Demo](#) ) May 2025

- Enhanced call center ROI and customer satisfaction through data-driven performance analysis and executive reporting.
- Analyzed 9,000+ records to pinpoint peak engagement times, mobile-first usage (72%), revenue drivers (79% calls), and operational inefficiencies.
- Diagnosed quality gaps and capacity issues, leading to targeted technology upgrades, astrologer training, and process improvements.
- Delivered board-level insights and interactive dashboards for actionable decision-making on staffing, platform utilization, and growth.

## SKILLS

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**Computer Languages:** Python, SQL, SQL, Python

**Data Tools:** Power BI, Power BI

**Software Packages:** Excel, MySQL, Excel

**Soft Skills:** Critical Thinking, Communication Skills

**Others:** Spreadsheet, ServiceNow