

Dheerendra Mishra

PROFESSIONAL SUMMARY

Data & Business Analyst with 3+ years of experience across Mobility and EV Manufacturing. Strong expertise in SQL, Power BI, and Excel, with hands-on experience in KPI tracking, funnel analysis, cost optimization, and operational analytics. Proven track record of improving EBITDA, conversion rates, BOM accuracy, and development efficiency through data-driven insights and effective stakeholder collaboration.

EDUCATION

Master by Research (Other) IIT Madras	2019 - 2022 Grade: 9.0/10.0
Bachelor of Technology (Mechanical Engineering) AKTU	2012 - 2016 Grade: 73.5%
Intermediate (Class XII) UP Board	2009 - 2011 Grade: 78.4%
Matriculation (Class X) UP Board	2008 - 2009 Grade: 67.67%

EXPERIENCE

Assistant Analytics Manager July 2023 - Present
Ola Electric *Bangalore*

- **Designed and automated Power BI dashboards using SQL-based** datasets to track BOM accuracy, variant complexity, and ECR/ECN turnaround time, enabling leadership to monitor cost and production readiness.
- **Improved development efficiency by 30% by identifying PLM** workflow bottlenecks and automating part release status tracking.
- Conducted root cause analysis on part delays and configuration errors, collaborating with engineering, procurement, and manufacturing teams.
- Built and monitored operational KPIs, **contributing to a 20% reduction** in service job cards over one year.

Business Analyst July 2022 - July 2023
Ola Cabs *Bangalore*

- Analyzed booking and supply funnels to identify drop-offs, driving a **20% improvement in conversion rates**.
- Optimized discount and incentive strategies using financial and operational KPIs, **contributing to a 15% increase in EBITDA**.
- Performed cost reconciliation and variance analysis for doubtful debts and supply acquisition costs, improving financial accuracy.
- Built weekly performance dashboards using SQL and Excel to track city-wise revenue, supply utilization, cancellation rates, and driver incentives, enabling operations and finance teams to make faster, data-backed decisions

PROJECTS

IT Support Ticket Performance & Operations Analysis June 2025

- Analyzed **IT support ticket data** to evaluate **agent performance, resolution time, ticket volume, and employee satisfaction**.
- Used **Excel** to clean data, handle missing values, and create structured datasets for analysis.
- Built **Power BI dashboards** tracking KPIs such as average resolution time, SLA adherence, ticket backlog, and satisfaction scores.
- Performed **trend and root cause analysis** across request categories, severity, and priority levels to identify operational bottlenecks.
- Generated insights to support **staffing decisions, workload balancing, and process improvements**.
- Presented actionable recommendations to improve **service quality, efficiency, and customer satisfaction**.

Comparison of energy poverty across Indian states using the Composite Energy Poverty Index, analyzing regional disparities in energy access. October 2020

- Collected and utilized secondary data from data.gov.in for state-level analysis
- Conducted analysis to assess energy poverty across Indian states
- Identified Bihar and Jharkhand as energy-poor states based on key indicators
- Recognized Goa and Delhi as energy-rich states through comparative evaluation
- Applied data-driven methods to classify states by energy access and consumption patterns
- Derived insights supporting policy and development discussions on energy inequality

CERTIFICATIONS

Professional Certificate Course in Data Science Newtonschool May 2025

- Developed SQL skills for data extraction, transformation, and querying
- Applied Python for Exploratory Data Analysis (EDA) and Machine Learning
- Implemented analytical and predictive techniques on real-world datasets

Data Scientist Henry Harvin October 2021

- Trained in regression modeling techniques using Python
- Improved model performance through data-driven optimization
- Conducted model evaluation using appropriate performance metrics

SKILLS

Computer Language: Python, SQL

Soft Skill: Critical Thinking, Decision-making, Problem-Solving, Research, Responsibility, Team Building, Teamwork, Time management, Verbal/nonverbal communication

Databases & Data Tools: Excel, Power BI, Spreadsheet

AI / ML: Machine Learning

Domain & Business Skills: Analytics, Product Management

Frameworks & Libraries: Matplotlib, NumPy, Pandas

EXTRA-CURRICULAR ACTIVITIES

- **Active participation and achievements in cultural events:** Secured top positions in poetry recitation competitions at major festivals (Saarang – IIT Madras, Zealicon – JSSATE) and participated in inter-college literary events, demonstrating strong communication and presentation skills.
- **Engagement in theatre and performative arts:** Involved in theatrical exercises that enhanced creativity, imagination, attention, memory, and overall stage presence, contributing to improved confidence and expressive abilities.