

Naveen Kumar Ankam

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PROFESSIONAL SUMMARY

Data Analyst with a foundation in software quality assurance and hands-on experience in Power BI, Excel, and SQL. Skilled in transforming operational data into actionable insights through dashboards, KPI monitoring, and performance reporting. Strong in cross-functional collaboration, presenting data-driven recommendations, and driving process improvements.

EDUCATION

Bachelor of Technology (Electrical and Electronics Engineering.) Kshatriya college of engineering	2018 - 2021 Grade: 7.5/10.0
Diploma Vijay Rural Engineering college	2015 - 2018 Grade: 88.16%
Matriculation (Class X) Sree Priyadarshini high school	2014 - 2015 Grade: 8.0/10.0

EXPERIENCE

Support Data Analyst March 2022 - Present
Wipro LTD *Hyderabad*

- Delivered data validation and quality monitoring across 10+ projects, ensuring 100% compliance and reducing defect leakage by 25%.
- Leveraged SQL, Power BI, and Agile dashboards to improve stakeholder visibility, driving 20% faster issue resolution and more informed decision-making.
- Tracked key performance metrics for all team members and automated weekly status reports in Power BI, enhancing transparency and cross-functional alignment.
- Performed root cause analysis and process optimization, increasing productivity by 15% and cutting rework by 10+ hours per sprint.
- Analyzed critical performance metrics using advanced analysis tools and SQL, translating data findings into strategic insights that informed project health and process optimization.
- Supported cross-functional project transitions(e.g., Kenvue–Johnson and Johnson) with zero downtime, ensuring seamless data and vendor integration.

PROJECTS

Social media Analysis ([Demo](#)) June 2025

- Collaborated with Meta’s marketing team to analyze Instagram user data and improve engagement strategies.
- Identified top influencers based on likes, comments, and followers; recommended them for ambassador programs.
- Discovered peak engagement time at 9:15 PM, guiding campaign scheduling for higher visibility.
- Analyzed hashtag performance (#smile, #beach, #party) and user segmentation (creators, engagers, inactive users) to inform targeted marketing.
- Developed recommendations to re-engage inactive users through personalized prompts and content challenges.

Skills: SQL, Excel

AstroSage Analysis ([Demo](#)) April 2025

- Data Analysis and Dashboarding: Designed an Excel dashboard for 10K+ call records to track volumes, agent efficiency, and customer satisfaction.
- Cost Optimization: Performed root-cause analysis identifying 3+ cost leakages, leading to insights that reduced expenses by 10%.
- Process Improvement: Conducted hypothesis testing on call patterns and consumer needs, delivering actionable recommendations for operational efficiency.
- Strategic Initiative: Proposed technology upgrades, workforce upskilling, and promotional strategies projected to expand market reach by 25%, enhance service delivery, and strengthen brand visibility.
- Skills: MS Excel (data cleaning, pivot tables, dashboards, aggregation, reporting).

CERTIFICATIONS

Professional Certificate in Data Science Newton School

April 2025

- Currently pursuing Newton School's Data Science certification program, covering data analysis, machine learning, statistical modeling, and data visualization.
- Proficient in SQL, Power BI, spreadsheets, and statistical techniques to extract insights and support data-driven decision-making.
- Developing practical, hands-on skills to apply analytics for impactful business outcomes in the evolving field of data science.

SKILLS

Computer Languages: Python, SQL, Python

Data Tools: Power BI, Power BI

Software Packages: Excel, MySQL, Excel

Soft Skills: Decision-making

Others: Spreadsheet, Analytics, Jira