

# Naveen Kumar Ankam

[LinkedIn](#)

## PROFESSIONAL SUMMARY

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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

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**Bachelor of Technology** (Electrical and Electronics Engineering.) 2018 - 2021  
Kshatriya college of engineering Grade: 7.5/10.0

**Diploma** 2015 - 2018  
Vijay Rural Engineering college Grade: 88.16%

**Matriculation (Class X)** 2014 - 2015  
Sree Priyadarshini high school Grade: 8.0/10.0

## EXPERIENCE

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**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

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**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

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**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

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**Computer Language:** Python

**Soft Skill:** Decision-making

**Databases & Data Tools:** Excel, MySQL, Power BI, Spreadsheet

**Domain & Business Skills:** Analytics, Jira