

Pavan Kumar Reddy Pyla

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PROFESSIONAL SUMMARY

Support Data Analyst with quality assurance and hands-on experience in Excel, SQL and Power BI. 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

Masters in Technology (System Software Development) BITS Pilani Work Integrated Learning Programmes	2020 - 2024 Grade: 7.1/10.0
Bachelor of Science (Electronics and Computer Engineering) Gayatri Vidya Parishad college for Degree and PG courses	2016 - 2019 Grade: 8.4/10.0
Intermediate (Class XII) B.V.K Junior College	2014 - 2016 Grade: 925.0/1000.0
Matriculation (Class X) Gnananiketan English Medium High School	2002 - 2014 Grade: 8.8/10.0

EXPERIENCE

Support Data Analyst August 2019 - Present
Wipro Limited *Hyderabad, India*

- Delivered data validation and quality monitoring across 10+ projects, ensuring 100% compliance and reducing defect leakage by 25%.
- Leveraged Excel, 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.
- Supported cross-functional project transitions (e.g. Johnson and Johnson) with zero downtime, ensuring seamless data and vendor integration.
- Experienced on finding the observations in JIRA Scripts and documents which are related to Compliance of the projects.

PROJECTS

Hospital Performance Dashboard ([Github](#)) ([Demo](#)) December 2025

- Built interactive Power BI dashboards analyzing 5+ hospital departments and 10K+ patient records, improving visibility into revenue, performance, and patient satisfaction by 35%.
- Identified wait-time inefficiencies where longer delays reduced patient satisfaction by 40%, and recommended resource reallocation strategies to improve operational efficiency by 30%.
- Segmented patients by age and analyzed visit trends, enabling 25% better personalization in healthcare services and improving seasonal planning for staff allocation.
- Proposed data-driven staffing, investment, and engagement strategies projected to enhance patient satisfaction by 20% and optimize hospital service delivery.
- Skills: Power BI (data modeling, DAX, visualizations), Power Query, Excel, SQL

Chinook Music Store Analysis ([Github](#)) ([Demo](#)) September 2025

- Cleaned and prepared the Chinook Music Database, resolving 100% of missing values and removing duplicates for accurate reporting.
- Identified Rock as the top-selling genre contributing 53.38% of U.S. sales, while repeat customers drove 94.7% of total CLV (\$4460.94), highlighting key revenue drivers.
- Improved marketing strategy with churn analysis (up to -3.5% decline in 2018), CLV modeling, and product affinity insights (Rock frequently paired with Metal).
- Tools: MySQL Workbench, MS Word, PowerPoint.

- **Data Analysis and Dashboarding:** Designed an Excel dashboard for 10K+ call records to track volumes, agent efficiency, and customer satisfaction.
- Performed root-cause analysis identifying 3+ cost leakages, leading to insights that reduced expenses by 10%.
- Conducted hypothesis testing on call patterns and consumer needs, delivering actionable recommendations for operational efficiency.
- 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

SQL Intermediate Certification Hacker Rank ([Link](#))

January 2026

- Earned the Hacker Rank SQL (Intermediate) certification, demonstrating strong proficiency in writing complex SQL queries, optimizing data retrieval, using joins, subqueries, window functions, aggregations, and managing relational databases effectively.

Professional Certificate in Data Science Newton School

December 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: SQL**Data Tools:** Power BI**Software Packages:** Excel, MySQL**Soft Skills:** Presentation Skills, Decision-making**Others:** Spreadsheet, Analytics, Jira