

# Pavan Kumar Reddy Pyla

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## PROFESSIONAL SUMMARY

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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

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

## EXPERIENCE

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**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

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**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.

**Astro-sage Call Center Analysis Project** ([Github](#)) ([Demo](#)) June 2025

- 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

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**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

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**Computer Language:** SQL

**Soft Skill:** Decision-making, Presentation Skills

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

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