

# Pooja Raghuvver Naik

[LinkedIn](#)

## PROFESSIONAL SUMMARY

---

Results-driven Data Analyst with expertise in data cleaning, SQL and data visualization using tools like MS Excel, Power BI. Skilled at extracting actionable insights from complex datasets to support strategic decision-making and improve operational efficiency by measurable margins.

## EDUCATION

---

<b>Bachelor of Engineering</b> (Electronics and Communication Engineering) KLS Gogte Institute of Engineering and Technology	2012 - 2016 Grade: 66.0%
<b>Intermediate (Class XII)</b> Govt PU College Karwar	2011 - 2012 Grade: 73.0%
<b>Matriculation (Class X)</b> Balmandir High School Karwar	2009 - 2010 Grade: 87.5%

## EXPERIENCE

---

**IT Analyst** January 2023 - September 2025  
Tata Consultancy Services Limited *Bangalore*  
Project: TCS Internal - CSR

- Analyzed project data to identify key performance indicators, leading to a documented 34.8%+ improvement in project impact across multiple states in India.
- Streamlined a key process in the IMF/goIT project involving vendor/stakeholder management, which reduced delivery time by 20%.
- Collaborated with technical and non-technical stakeholders to ensure project milestones were met on time.
- Developed and managed annual project budgets, including the preparation of detailed project plans.
- Analyzed event data for over 15k+ schools using MS Excel to identify key engagement metrics, leading to a 18% improvement in targeting for future events.
- Coordinated with 5+ vendors and internal teams to ensure on-time delivery of project resources, resolving conflicts and ensuring smooth project execution.
- Coordinated staffing for 2 projects by managing 15 contract employees, which contributed to a 100% project staffing rate.
- *Tools Used: MS Excel, MS Word, MS PowerPoint, MS Office Suite, Pivot Table, Data Visualization, Dashboard, Data Analysis.*

**System Engineer** June 2018 - January 2023  
Tata Consultancy Services Limited *Bangalore*  
Project : American Express Banking services

- Managed the software change request lifecycle using JIRA, coordinating between development and operations teams to ensure timely and successful deployments.
- Reduced incident acknowledgement time by 30% by optimizing the notification workflow, ensuring faster response from the on-call team.
- Streamlined incident resolution by triaging and routing 50+ weekly tickets, leading to a 15% reduction in average resolution time.
- *Tools Used: MS Excel, MS Office Suite, Service Now, Jira.*

**Assistant System Engineer** October 2016 - June 2018  
Tata Consultancy Services Limited *Chennai*  
Project : Rent-A-Center Texas, L.P.

- Ensured 100% uptime for critical SIMS applications by implementing a proactive monitoring strategy and leading rapid incident response, guaranteeing seamless business operations.
- Resolved over 50 high-priority client incidents per week, maintaining a 95% client satisfaction rate.
- Reduced average ticket resolution time by 15% by developing a streamlined diagnostic process.
- Triaged and escalated incoming technical incidents, reducing average response time by 15%.
- Maintained detailed incident logs to support root cause analysis and prevent future occurrences.
- *Tools used: SQL, SQL workbench, SQL Developer tool, Service Now, Putty.*

## PROJECTS

---

### Chinook Music Store Data Analysis ( [Demo](#) )

October 2025

- Leveraged SQL queries to aggregate and transform data, enabling the identification of top-selling products and peak.
- Utilized advanced queries in revealing key insights on churn rates, customer behaviour and genre performance.
- Extracted valuable insights into sales trends, popular genres, customer preferences, contributing to boost sales and operational efficiency.
- Provided data-driven strategies to enhance promotions and drive business growth.
- *Skills: SQL, Data Visualization, Data Analysis*

### IT Ticket Analysis - Spreadsheet Project ( [Demo](#) )

June 2025

- Analyzed IT support tickets from 2016 to 2020, identifying trends in ticket volume, resolution efficiency, and common issues across departments.
- Utilized Excel tools such as pivot tables, charts, formulas, slicers and conditional formatting to build dynamic visualizations and KPIs.
- Presented findings and insights through PowerPoint and Word for clear communication and strategic decision-making.
- Created an interactive dashboard summarizing key metrics to aid in monitoring service quality and enhancing IT support operations.
- *Skills: MS Excel/MS PowerPoint/MS Word. Pivot Table, Data Visualization, Dashboard, Data Analysis, Predictive Modelling.*

## CERTIFICATIONS

---

### Microsoft Excel LinkedIn Learning ( [Link](#) )

November 2023

- As part of this certification I delved deeper into Advance Excel topics such as Vlookup, Hlookup, Xlookup, Pivot Tables, Charts, Macros.

### Business skills - Problem Solving Tata Consultancy Services Limited ( [Link](#) )

April 2021

- Hands on workshop on real business case studies and different strategies to solve user specific problems.

### Oracle PL/SQL Foundations Tata Consultancy Services Limited ( [Link](#) )

June 2017

- Hands-on training on Oracle/SQL Foundations conducted by TCS. Learnt concepts such as DDL, DML, DQL, TCL commands, Aggregate functions, Window functions, CTEs, Views, Procedures, Triggers.

## SKILLS

---

**Computer Languages:** SQL, Python, SQL, NoSQL

**Data Tools:** Power BI, Power BI

**Software Packages:** Excel, Virtualization, Excel, MySQL

**Soft Skills:** Verbal/nonverbal communication, Written communication, Team Building, Time management, Research, Teamwork, Presentation Skills, Communication Skills

**Others:** ServiceNow, Microsoft Office, Spreadsheet, Analytics