

Enugu Saketh Reddy

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PROFESSIONAL SUMMARY

Data Analyst with experience analyzing 300K+ records across e-commerce, sports, and IT operations — uncovered a \$26.6M revenue gap, a 15-day shipping delay affecting 39K customers, and a 123% IT ticket surge with zero resolution improvement. Every finding translated into a direct business decision.

EDUCATION

Bachelor of Technology (Computer Science) TKR College of Engineering and Technology	2021 - 2025 Grade: 8.48/10.0
Intermediate (Class XII) Sri Chaitanya Junior College	2019 - 2021 Grade: 98.4%
Matriculation (Class X) Jeevadan High School	2018 - 2019 Grade: 9.8/10.0

PROJECTS

Amazon E-Commerce Analysis — Power BI · SQL · Excel ([Github](#)) December 2025

- Analyzed **112,991 orders (2015–2020)** — flagged **2020 as the only growth year (\$24.0M, +43%)**, providing a data-backed basis to investigate and replicate the triggers behind the surge.
- Identified **Health and Beauty (\$11.9M) as the weakest category** against a \$38.5M benchmark — quantified the **\$26.6M gap** and recommended targeted promotional intervention.
- Identified a **4x international shipping delay** (15 days vs. 3.5 days domestic) — quantified the retention risk across **39,000 customers** and delivered a logistics optimization recommendation to leadership.

RCB IPL Performance Analysis — SQL · Excel (Visualization) ([Github](#)) October 2025

- Queried **4 seasons of match data** — revealed **74% of runs concentrated in 3 players** and a **9+ death-over economy rate**, flagging two critical structural weaknesses in one analysis.
- Identified a **10% drop in away match win-rate** — isolated venue adaptability as a structural weakness, providing coaching staff a data-backed case for fixture-specific preparation.
- Delivered a **position-specific auction plan** backed by 4 seasons of data — middle-order depth and death bowling identified as the two highest-impact areas for immediate squad investment.

IT Ticket Analysis — Excel ([Github](#)) August 2025

- Analyzed **97,498 tickets (2016–2020)** — exposed a **123% volume surge with zero improvement in resolution time (4.55 days)**, proving a systemic capacity failure, not a workload problem.
- Identified **32,080 misclassified tickets** and a **1.5-day average resolution gap** between top and bottom agents — providing management a data-backed case for targeted intervention.
- Converted findings into a **priority action list** — identified 7 agents requiring immediate coaching and 2 system upgrades, presenting a clear path to closing the **1.5-day performance gap**.

CERTIFICATIONS

Data Science Certificate (Data Analyst Track) Newton School ([Link](#)) January 2026

- Completed structured training in SQL, Excel, and Power BI — applied directly across 3 analytical projects analyzing **300K+ real-world records**.

SKILLS

Computer Languages: SQL, Python, Python, SQL
Data Tools: Power BI, NumPy, Power BI
Software Packages: Excel, Pandas, Matplotlib, Excel