Sriharsha KR

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SUMMARY

MCA-qualified Data Analyst with 2+ years of experience in technical support and operations, skilled in Python (Pandas, Matplotlib), SQL (PostgreSQL), and Power BI. Experienced in designing data analysis projects, cleaning and validating data, building automated data workflows, and developing dashboards and reports. Strong at gathering requirements from cross-functional teams, documenting analysis processes, and troubleshooting data issues.

SKILLS

Programming & Databases: Python (Pandas, Matplotlib), SQL (PostgreSQL; joins, CTEs, window functions), DBMS / RDBMS concepts, data structures, MongoDB, Object-Oriented Programming (Python, JavaScript)

Data Analysis & Visualization: exploratory data analysis (EDA),process intelligence and Celonix Studio, data cleaning & validation, data modeling & transformation, ETL / data integration, Power BI, Power Query, DAX, dashboards & KPI reporting, Excel

Data Management & Documentation: process documentation, data integrity and validation, data review, troubleshooting data issues, data governance basics, access control and data security

Tools & Platforms: Git/GitHub, REST APIs, Google Sheets, Supabase, Firebase Authentication

EXPERIENCE

Technical Advisor · Concentrix

May 2024 – Mar 2026

- Designed and built an automated Google Sheets ETL consolidating operational data from six sources into centralized tracking views, saving ~7 hours/week; extended it into five additional team-specific trackers after management rollout.
- Managed 320,000+ customer records under client data-protection and access-control policies; replaced manual lookups with automated workflows to reduce retrieval errors and missed records.
- Served as Subject Matter Expert for six months, supporting escalations, running product-knowledge assessments, and onboarding a cohort of 19 agents into production with 95% retention.
- Resolved complex customer cases through chat-based technical support using structured troubleshooting, precise documentation, and formal escalation procedures.

Business Systems & Data Workflows

2026 – Present

- Gathered requirements from business owners and designed a centralized booking and inventory workflow consolidating six channels into a single source of truth.
- Defined and enforced data validation rules, documentation, and access controls across booking, CRM, and inventory systems; troubleshot data inconsistencies to maintain accuracy.
- Translated business needs into structured tracking and reporting workflows for two clients, centralizing previously scattered data for clearer reporting.

PROJECTS

Hotel Booking & Inventory Analysis (synthetic data) · Python, Pandas, Matplotlib

- Designed and executed an end-to-end analysis of booking data, flagging data-quality issues (Agoda cancellations 18.7% vs Direct 7.2%; occupancy above 100%) and documenting validation rules for downstream reporting.
- Computed room nights, occupancy, RevPAR, and lead times in Python (Pandas) and visualized trends with Matplotlib.

Customer Support Operations Analysis (synthetic data) · SQL, Excel

- Analysed 4,200 synthetic tickets and identified SLA compliance falling to 58.5% in Jul-Sep (vs 80.9% other months), with escalations rising from 12.6% to 15.1% and Technical Issue tickets lowest at 70.4% SLA.
- Wrote SQL queries (joins, CTEs, window functions) and produced KPI reports in Excel.

Northstar Retail Sales Analysis · Power BI, Power Query, DAX

- Identified discount-driven margin erosion (8-9%) that pushed gross margin to ~31% in Nov-Dec 2025 and isolated a regional growth slowdown in the South in June 2026.
- Built an end-to-end Power BI report: cleaned and shaped data in Power Query, created a dimensional model (Sales and Targets), and authored DAX measures reconciled to reported revenue and margin figures.

EDUCATION

Master of Computer Applications · RNS Institute of Technology (VTU) 2021 – 2023 · GPA 8.4

Bengaluru, Karnataka

Bachelor of Computer Applications · KLE Society's Nijalingappa College (BCU) 2018 – 2021 · GPA 7.5

Bengaluru, Karnataka

CERTIFICATIONS

Celonis Academy: Celonis Foundations Badge · 2026

Celonis Studios: Celonis Studios Course · 2026

Deloitte Australia: Data Analytics Job Simulation (Forage) · 2026

Data Analytics Training · PySpiders · 2026

Data Analyst Skill Certification Test · Oneroadmap · 2026