# Dharani Devi Ayyavu

**Data Analyst | Power BI Developer**

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## Professional Summary

Data Analyst with 3+ years of experience transforming raw data into actionable insights across IT operations and end-user support environments. Proficient in SQL, Microsoft Power BI, Python, and data modeling, with a strong track record of developing interactive dashboards and automating reporting processes. Skilled in data cleaning, advanced Excel, and collaborating with cross-functional teams—including business stakeholders to drive strategic decision-making. Solid background in IT analytics and financial services, with a focus on KPI tracking, performance optimization, and operational efficiency.

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## Professional Experience

### *Tata Consultancy Services (TCS) – Data Analyst*          📍 **India | Jan 2022 – Feb 2025**

- Liaised with business users and IT stakeholders to gather and translate data requirements into analytical solutions, enhancing decision-making processes.
- Extracted, cleaned, and transformed data from platforms like ServiceNow, Nexthink, and ZDX using SQL and Python, improving data reliability by 40%.
- Built dynamic Power BI dashboards and reports for leadership teams, enabling real-time visibility into KPIs and operational metrics.
- Collaborated with data engineers to optimize ETL pipelines and model large datasets, reducing dashboard refresh times by 35%.
- Conducted exploratory data analysis (EDA) and implemented automation scripts to streamline recurring reporting, saving 15+ hours weekly.
- Delivered insights on IT support and end-user computing through visual storytelling, boosting issue resolution efficiency by 30%.

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## Projects

### Cognix – Zscaler Digital Experience (ZDX)

- Created live dashboards to track network latency and app performance; reduced complaints by 25%.
- Automated ZDX API pulls; cut manual reporting by 40%, improved data accuracy by 20%.
- Refined SQL back-end, improving performance by 50% and supporting 100+ users in Power BI Service.

### Cognix Observability Center

- Developed centralized dashboards using data from 500+ systems, cutting incident response time by 40%.
- Unified data from ServiceNow, Intune, and CareAR to improve SLA compliance and decision velocity.
- Delivered a 30% boost in user satisfaction through enhanced ticket flow analytics.

### Cognix for Workspace

- Synthesized Nexthink, ServiceNow & CareAR data into user experience dashboards.
- Built sentiment analysis with NLP on ServiceNow feedback, increasing DEX scores by 25%.
- Automated analysis using Python and SQL to enable seamless reporting.

### AI Chatbot Development

- Deployed Yellow.ai chatbots to automate L1 support, reducing ticket volumes by 35%.
- Integrated bots with Microsoft Teams for real-time assistance and reducing resolution times.
- Enhanced engagement and provided 24/7 IT support.

## Core Skills

**Analytics & BI:** Microsoft Power BI, DAX, Power Query, KPI Tracking, Dashboards Development, Data Visualization, Excel (PivotTables, Charts, XLOOKUP, VLOOKUP).
**Data Management:** SQL, ETL, Data Modeling, Data Cleaning.
**Programming:** Python (Pandas, NumPy, NLP), JavaScript, HTML, CSS
**AI & Automation:** Yellow.ai, Microsoft Graph API.
**Tools & Platforms:** ZDX, Nexthink, ServiceNow, Azure, Git.
**Other Skills:** Stakeholder Communication, SLA Optimization, Documentation, Problem-solving, Team Collaboration, Forecasting.

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## Education

**Government College of Engineering - Theni**                      **Jan 2016 - Dec 2020**
Bachelor of Engineering-Electronics and Communication Engineering- GPA: 6.9

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## Certifications

- PL-300: Microsoft Power BI Data Analyst
- Certified Conversational AI Professional – Yellow.ai
- Nexthink Associate Certification