Bindhu Dussa

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PROFESSIONAL SUMMARY

Results-driven Data Analyst and Data Engineer with 5+ years of experience in building end-to-end data solutions across finance, healthcare, and insurance domains. Skilled in BI tools (Power BI, Tableau, SAP), advanced SQL, Python, and cloud data platforms. Proven expertise in data modeling, ETL pipelines, SAP HANA/BW, and dashboard development to drive data-informed decisions and business performance.

TECHNICAL SKILLS

- **Languages & Query Tools:** SQL, PL/SQL, Python, Java Script, R, C, C++, Ada, Excel, VBA
- **BI & Visualization Tools:** Power BI, Tableau, Qlik, Looker Studio, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Spotfire, SSRS
- **Data Engineering& ETL:** Azure Data Factory, Microsoft Fabric, Snowflake, Databricks, Hive, Spark
- **Analytics & Modeling:** A/B Testing, Regression, Forecasting, Machine Learning (LSTM, XGBoost), Mathematics
- **Data Tools:** Salesforce, Jupyter, Oracle, MySQL, Dynamic 365, Adobe Analytics, Google Analytics, SAP GUI
- **Process & Project Tools**: Agile, Jira, Lucid chart, MS Visio, SharePoint, Asana, ServiceNow, SDLC, Nexus, Visual Studio

PROFESSIONAL EXPERIENCE

Data Analyst

Department of Health Florida   **Feb 2025 – Present**

- Partnered with public health stakeholders to define user stories, KPIs, and success metrics, aligning analytics with strategic policy objectives.
- Designed and deployed ETL pipelines using Microsoft Fabric, SQL, and Power Automate to unify fragmented datasets into a centralized data lake and relational databases.
- Built real-time dashboards in Power BI, Tableau, and Qlik to track vaccination, hospitalization, and outbreak trends, enabling timely decision-making.
- Advanced analytics applied in Python (NumPy, Pandas) and R for data validation, anomaly detection, and regression analysis, reducing reporting errors by 45%.
- Integrated ERP-level SAP data into forecasting models, improving resource planning and logistical readiness during public health emergencies.
- Led process improvement and documentation efforts boosted reporting efficiency by 30% and supported SCI-compliant standards.
- Presented performance insights to senior leadership during crisis planning, directly influencing resource allocation and response coordination.

Data Analyst

Retrospect Technology, LLC   **Jun 2024 – Jan 2025**

- Collaborated with marketing, finance, and product teams to define user stories and align analytics initiatives with customer insights and capital market goals.
- Integrated data from Salesforce, campaign systems, and financial platforms using Azure Data Factory, SQL, and Power Automate to establish seamless, automated pipelines.
- Modeled large-scale datasets in Postgres and Databricks using data lake architecture, ensuring high performance, scalability, and data integrity.
- Built interactive Power BI dashboards to track marketing spend, customer segments, and campaign performance achieving a 15% ROI boost through optimized budget allocation.
- Applied predictive analytics in Python (XGBoost) and R for customer acquisition forecasting and segmentation, increasing campaign conversion rates by 15%.
- Led dashboard documentation and version control in Confluence and Git, conducted stakeholder workshops, delivered weekly executive reports, and mentored junior analysts enhancing output quality and reducing errors by 25%.

Data Analyst | Airlines Operations

IBM Private Ltd – Bangalore, India   **Nov 2020 – Jul 2022**

- Collaborated with operations and scheduling teams to define user stories and KPIs focused on optimizing fleet performance and turnaround efficiency.

- Ingested real-time telemetry, maintenance, and weather data using Azure Databricks and Hive, storing it in a centralized cloud data lake for unified access and analysis.
- Engineered structured datasets and relational databases to support historical analysis of flight delays, maintenance schedules, and logistical bottlenecks.
- Applied data mining and A/B testing frameworks to uncover root causes of delays and evaluate route optimization strategies, resulting in measurable cost savings.
- Designed Power BI dashboards integrated with SSAS to visualize turnaround times and delay drivers and implemented weather-based delay classification rules that improved reporting accuracy by 30%.
- Led QA testing, validated analytics models, managed deployments using Git and SDLC best practices, and presented predictive insights that drove proactive crew scheduling decisions.

Junior Data Analyst | Prudential Finance
IBM Private Ltd – Bangalore, India   **Jul 2018 – Nov 2020**
- Collaborated with finance and compliance teams to define capital markets-focused user stories and business goals, aligning analytics with strategic transformation initiatives.
- Integrated data from Adobe Analytics, Google Analytics, and internal systems using SQL and Power Automate to enable unified reporting and optimize marketing ROI.
- Applied Python and R for customer segmentation, regression analysis, and A/B testing to assess campaign effectiveness and guide product refinement.
- Built executive-level dashboards in Power BI and Tableau to visualize financial KPIs, portfolio performance, and customer behavior, enhancing decision-making.
- Leveraged SAP HANA and SAP BW to model financial data and developed real-time reporting integrations with Power BI, improving operational and compliance visibility.
- Automated regulatory pipelines using SQL, PL/SQL, and Ada, improving audit readiness and reducing month-end reporting time by 40%.
- Created fraud detection dashboards and statistical scoring models in Power BI to monitor compliance and anomalies, contributing to early risk identification and regulatory compliance.

EDUCATION
Master of Science in Data Science
University of Michigan Dearborn | 2024

ACADEMIC PROJECTS
- **Stock Prediction Model:** Developed an LSTM and XGBoost-based forecasting tool with advanced Python and SQL pipelines, increasing predictive accuracy by 40%.
- **Consumer Expectations Index:** Enhanced macroeconomic models using regression analysis and data visualization via Power BI and Tableau, improving policy insights by 25%.
- **Car Rental Analytics System:** Designed a cloud-based analytics system tracking 10K+ vehicles using data lake principles and BI tools, optimizing resource utilization by 25%.
- **Book Recommendation Engine:** Built a machine learning system with Python, Git, and Postgres for preprocessing and modeling, enabling a scalable recommendation experience.
- **Enterprise Resource Planning practical implementation via SAP GUI and SAP HANA:** Practiced using SAP GUI and SAP HANA through lab sessions, worked on real life business scenarios like sales, purchasing and production planning.

CERTIFICATIONS
- Data Visualization with Power BI
- Certification in Six Sigma White Belt and Six Sigma Yellow Belt
- Additional: Microsoft Certified Azure Fundamentals, Agile Explorer, Java SE 8, Salesforce Platform Developer I, Sterling Managing for Excellence