**Shanmukha Priya K**

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**Summary:**

Detail-oriented Analyst with 4+ years of experience across healthcare, insurance, and banking. Expert in SQL, data visualization, and Business Intelligence tools, with proven ability to develop dashboards, automate reporting, and provide actionable insights for cross-functional teams. Skilled in low-code/no-code solutions, stakeholder communication, and translating complex data into strategic decisions.

**Technical Skills:**

* **BI & Reporting Tools:** Power BI, Tableau, Looker, SSRS, Looker Studio, Excel (Power Query, PivotTables, VBA), Qlik
* **Data Visualization & Dashboarding:** KPI dashboards, interactive visualizations, executive reporting, trend/variance charts
* **Databases & Query Languages:** SQL Server (T-SQL), BigQuery, Oracle, MySQL, PL/SQL
* **ETL & Data Integration:** SSIS, Azure Data Factory, Dataflow, Databricks
* **Low-Code/No-Code Tools:** Power Apps, Excel Automation (VBA)
* **Cloud Platforms:** Microsoft Azure, GCP (BigQuery, Looker), AWS (S3, Redshift)
* **Core Competencies**: Data Modeling, Forecasting, KPI Development, Reporting Automation, verbal and written communication skills, Anomaly Detection, Cross-Functional Collaboration, Documentation

**Experience:**

**HCA Healthcare – Data Analytics Engineer
*Feb 2025 – Present | Alachua, FL***

* Designed and deployed interactive Power BI dashboards and automated reporting tools to monitor operational KPIs, enabling cross-functional leadership to make data-driven decisions.
* Built and optimized SQL-driven ETL pipelines in Azure and Python, reducing reporting latency by 30% and improving accuracy of enterprise dashboards.
* Collaborated cross-functionally with operations, compliance, and IT teams to gather requirements, define business rules, and deliver actionable BI solutions.
* Conducted data validation, QA testing, and anomaly detection to ensure regulatory and organizational compliance.
* Developed detailed technical documentation and workflow diagrams to support knowledge sharing.
* Participated in Agile sprint planning and project tracking, ensuring deliverables met both technical specifications and business needs.

**New York Life Insurance – Data Analyst
*Mar 2024 – Dec 2024 | Tampa, FL***

* Developed Power BI dashboards and SSRS reports to monitor sales productivity, customer servicing efficiency, and claims processing timelines, enabling leadership to improve operational performance.
* Wrote and optimized SQL queries and stored procedures to extract and clean data from multiple systems, improving data accuracy and supporting business-critical reporting.
* Automated recurring reports using SQL and Excel VBA, eliminating hours of manual work per month and improving timeliness of reporting deliverables.
* Partnered with business stakeholders to translate requirements into technical specifications, delivering clear actionable reporting.
* Performed trends, variance, anomaly analysis, surfacing insights that influenced customer retention and service strategy decisions.
* Documented reporting processes, data models, and validation steps, ensuring consistent and reproducible BI deliverables.

**Infosys (ICICI Bank client) – Data Analyst
*Oct 2021 – Nov 2022 | Hyderabad, India***

* Designed fraud detection pipelines using SQL, AWS Redshift, S3, and Lambda to monitor transactions in near real-time, improving compliance accuracy.
* Built SQL-based data integration workflows to consolidate structured and unstructured data, enabling unified BI reporting across operational domains.
* Partnered with business teams to identify data quality issues; conducted root cause analysis and implemented corrective measures to improve data reliability.
* Delivered insights through ad hoc reporting, dashboards, supporting decisions on operational efficiency risk management.

**Education:**

***Florida Atlantic University*** *M.S. in Information Technology and Management Jan 2023 – Dec 2024 | Boca Raton, FL*

***Nalla Malla Reddy Engineering College*** *Bachelor of Technology in Electronics and Communication Engineering Aug 2017 – Jun 2021 | Hyderabad, India*

**RELEVANT COURSEWORK***:*

Data Mining/ Predictive Analysis, Theory and Implementation of Database Systems, Deep Learning (Machine Learning algorithms), Information Retrieval, Natural Language Processing, Introduction to Data Science, Artificial Intelligence, Software Engineering, Advanced Business Analytics, Management Information Systems and Technology, Cloud Computing.

**Certifications:**

Microsoft Certified: Power BI Data Analyst Associate (PL-300)

Big Data Analytics – Florida Atlantic University