**Shanmukha Priya K**

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**Summary:**

Data Analyst with 3+ years of experience in strategy, data analytics, and operations across healthcare, insurance, and banking. Skilled in SQL, SAS, Excel, Tableau, and Power BI, with proven success in building dashboards, developing scenario models, and conducting competitive intelligence to support business and deployment planning. Adept at transforming complex datasets into data-driven stories that influence senior leadership decisions. Recognized for meticulous attention to detail, strong communication skills, and a problem-solving mindset, enabling successful cross-functional collaboration with operations, compliance, and product management teams.

**Technical Skills**

* **Data Analytics & BI Tools**: PowerBI, Tableau, Looker, Google Data Studio, Excel (VBA, Power Query), SAP BI
* **Programming & Query Languages**: SQL (T-SQL, PL/SQL), Python (Pandas, NumPy, Matplotlib), R, SaaS, Scala, Java, NoSQL
* **Data Engineering & Pipelines**: ETL, Azure Data Factory, Databricks, Airflow, AWS Glue, Hive, Spark
* **Databases**: SQL Server, Snowflake, BigQuery, Oracle, Redshift
* **Cloud Platforms**: Azure (Synapse, Data Lake), AWS (S3, Lambda, Kinesis), GCP (BigQuery)
* **Business & Collaboration Tools**: Agile/Scrum, Jira, Confluence, Salesforce (CRM, CPQ), ERP Systems
* **Core Competencies**: KPI Frameworks, Business Performance Analysis, Data Governance, Data Modeling

**Experience:**

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

* Designed and deployed real-time dashboards (Power BI, Tableau) visualizing patient flow, bed occupancy, and staff utilization, enabling data-driven decisions that reduced bottlenecks in high-traffic departments.
* Built and optimized ETL pipelines using Azure Data Factory, SQL, Python, integrating disparate sources into a compliant enterprise data warehouse.
* Conducted scenario modeling, anomaly detection, and data profiling to improve accuracy of reports and downstream analytics.
* Assessed seasonal demand patterns, resource utilization, providing leadership with recommendations for staffing, capacity planning.
* Delivered executive presentations highlighting key operational KPIs, showcasing the ability to simplify complex analytics into clear business impacts.

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

* Developed Tableau dashboards and Excel-based data visualization to track Key Performance Indicators for agent productivity, claims performance, and churn, aligning insights with business objectives and deployment goals.
* Automated reporting workflows using SQL, VBA, and Power Query, streamlining pipelines and reducing manual reporting time.
* Applied advanced analytics techniques for trend and churn analysis on claims and premium datasets, providing actionable insights that influenced product development and customer retention strategies.
* Partnered with compliance teams to implement RLS and ensure KPI reporting met governance and data privacy standards.
* Acted as SME for KPI validation and anomaly detection, improving the reliability of performance dashboards used across departments.
* Built scenario models in Excel and SQL to simulate revenue and cost implications of different strategies, providing leadership with tools to evaluate deployment trade-offs.
* Collaborated with strategy teams to present findings in leadership reviews, using data storytelling to communicate how market and competitor trends could affect business outcomes.

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

* Delivered end-to-end solutions for fraud detection, leveraging AWS (Redshift, S3, Lambda) and SQL to support near real-time monitoring of transactions.
* Built ETL pipelines and anomaly-detection dashboards that enhanced fraud detection speed and accuracy, reducing false positives and strengthening decision-making tools for risk teams.
* Conducted root-cause analysis of recurring KYC/ownership data issues, improving KPI accuracy, governance for audit readiness.
* Authored and presented data dictionaries, lineage documentation, and governance standards to stakeholders and auditors, showcasing strong presentation skills and ensuring regulatory compliance.

**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 Analytics, Theory and Implementation of Database Systems, Deep Learning (Machine Learning algorithms), Information Retrieval, Mathematics, Statistics, 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)