

Saurav Sundararaju Makam | Data analyst

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PROFESSIONAL SUMMARY

Data Analyst with 3+ years of experience transforming raw data into actionable insights across finance, healthcare, and technology domains. Proven ability to design interactive dashboards Power BI, Tableau, automate ETL workflows using SQL, Python, and Excel, and deliver data-driven recommendations that improve decision-making and operational performance. Skilled in data cleaning, exploratory analysis, forecasting, and reporting, with hands-on experience using cloud platforms AWS, relational databases MySQL, PostgreSQL, and big data tools Snowflake.

SKILLS

Programming & Scripting: Python (Pandas, NumPy, Matplotlib, Seaborn), R, VBA, Shell Scripting.

Data Analysis & Visualization: SQL (MySQL, PostgreSQL, T-SQL), Power BI, Tableau, Excel (Power Query, Pivot Tables, DAX).

Statistical Methods: A/B testing, hypothesis testing, time series forecasting, ANOVA.

Cloud & Big Data Tools: AWS (S3, Redshift, Athena), Azure (ADF, Synapse), Snowflake, PySpark.

Data Warehousing & Modeling: Star/Snowflake schema design, dimensional modeling, DBT, data lakes, and staging layers.

Business Intelligence: KPI dashboards, report automation, ad-hoc analysis, executive summaries, storytelling with data.

Data Governance & Quality: Data validation, profiling, lineage tracking, PII handling, compliance (HIPAA, GDPR).

APIs & Automation: REST APIs, JSON, Postman, and Airflow.

Version Control & Collaboration: Git, GitHub, Bitbucket, JIRA, Confluence, Slack.

Project Management & Agile: Scrum, Kanban, user stories, sprint planning, stakeholder engagement.

WORK EXPERIENCE

Data Analyst | MetLife | USA

Jul 2024 – Present

- Designed and deployed 12+ Power BI dashboards integrating data from Snowflake and Excel, enabling underwriters and actuaries to monitor claims KPIs and reduce manual dependency.
- Automated monthly performance reports using Python (Pandas, openpyxl) and SQL, reducing reporting cycle time by 40% and eliminating redundant Excel processes.
- Extracted and transformed data from policy, claims, and CRM systems using SQL and Snowflake for compliance and audit analysis, supporting Regulatory Reporting with 99.5% accuracy.
- Conducted root cause analysis on customer churn, identifying that 17% of lapses were linked to delayed communication, helping improve outreach strategies.
- Created and maintained parameterized DAX measures and slicers in Power BI to allow self-service analytics for over 60 stakeholders across 4 teams.
- Collaborated with data engineering to refine and validate ETL pipelines, reducing data latency by 2.5 hours for daily dashboards.
- Developed custom Python scripts for processing unstructured feedback and survey data, enabling sentiment scoring of 50K+ customer responses.
- Implemented anomaly detection logic on policy lapse rates using Z-score thresholds, flagging suspicious patterns proactively.

Data Analyst | Cybage Software | India

Jan 2022 – Dec 2022

- Built and optimized SQL queries for operational reporting, reducing runtime by 45% and improving dashboard refresh speeds.
- Developed Python-based automation scripts to extract and merge data from 3 different relational databases, streamlining weekly reporting for internal stakeholders.
- Created and maintained Tableau dashboards with drill-down features for sales and inventory teams, improving access to real-time KPIs for 40+ business users.
- Analyzed historical transaction data to identify gaps in payment reconciliation, assisting the finance team in recovering discrepancies worth ₹1.2M.
- Conducted exploratory data analysis on support ticket trends, finding that 32% of delays were due to a specific service category, prompting operational changes.
- Documented data dictionaries, transformation logic, and field-level mappings to support better data governance and onboarding of new analysts.
- Designed a prototype for a forecasting model using ARIMA to predict quarterly customer volume, later refined by the analytics team for deployment.
- Participated in daily Scrum and sprint planning, translating reporting needs into JIRA stories and ensuring deliverables were traceable and testable.

- Optimized over 20 complex SQL scripts for ad hoc and scheduled reports, supporting business operations for US-based insurance and healthcare clients
- Transformed raw Excel and CSV files with millions of records into structured formats using Python and stored procedures.
- Conducted data audits and reconciliations across internal and client systems, identifying mismatches with an average resolution turnaround of 24 hours.
- Created structured Excel dashboards with dynamic charts and pivot logic, still used by clients for monthly review meetings.
- Implemented lookup logic and validation checks in Excel reports, reducing errors and rework for the reporting team.
- Partnered with senior analysts to build a data model in Snowflake to support migration from legacy systems, standardizing reporting fields and formats.
- Documented SOPs for repeatable reporting tasks, enabling junior team members to achieve task independence within 3 weeks.
- Prepared visual summaries of key metrics for client meetings, using charts and tables derived from SQL outputs and Excel macros.

EDUCATION

Master in Data Science | Syracuse University, NY Syracuse | USA

Dec 2024

Bachelor of Engineering in Computer Science | VTU, Bangalore | India

Aug 2022

PROJECTS

What Drives New York: Transportation Analytics and EV Adoption Insights

- Built interactive Tableau dashboards analyzing over 8.8M DMV transactions and 3.26M crash records to uncover insights on vehicle preferences, safety trends, and EV adoption across NY counties.
- Applied data aggregation, filtering, clustering, and calculated fields in Tableau to visualize crash severity hotspots and vehicle transaction density.
- Created custom SSRS reports to support detailed analytics on monthly vehicle registrations and accident types by region and timeframe.
- Delivered data-driven recommendations that influenced EV promotion strategies and road safety policies, backed by evidence from transactional and crash trends.
- Collaborated with domain experts to refine insights and presented findings to stakeholders, improving stakeholder engagement and policy understanding.

Claims KPI Dashboard & Predictive Analytics – MetLife

- Designed an interactive Power BI dashboard to visualize claims KPIs, improving insights on resolution time, cost trends, and regional claim patterns.
- Used Python and scikit-learn to build forecasting models that predicted delays and high-cost claims with 87% accuracy.
- Integrated anomaly detection algorithms that flagged outlier claims, helping reduce resolution time by 15% and cost overruns by 22%.
- Developed SQL queries to extract, transform, and aggregate data from claim management systems, ensuring consistent and validated KPI tracking.
- Collaborated with underwriters and actuaries to align predictive insights with resource allocation and business needs.
- Enhanced dashboard performance with DAX optimizations and implemented UAT cycles to refine outputs based on stakeholder feedback.

Real-Time Payment Reconciliation System – Cybage Software

- Developed a real-time reconciliation system that automated payment validation across gateways and internal finance records using Python and SQL.
- Reduced manual reconciliation efforts by 85% by building logic that detected transaction mismatches, missing payments, and duplicates.
- Created automated data pipelines for extracting, transforming, and validating financial records, handling over 20,000 transactions per day.
- Built discrepancy alert modules with Python to notify finance teams via email, reducing response time by over 70%.
- Standardized reconciliation processes across 4+ payment channels, enhancing audit compliance and reporting accuracy.
- Partnered with finance SMEs to define error-handling workflows, and implemented detailed reconciliation logs for transparency and traceability.