PRATIKSHA DANDRIYAL

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PROFESSIONAL SUMMARY

Data Analyst with hands-on experience in product and operational analytics. Built end-to-end analytics solutions - from SQL Server data modelling and Python - based ETL to interactive Power BI dashboards with 20+ DAX measures - covering SaaS churn, feature adoption, and helpdesk SLA performance.

TECHNICAL SKILLS

Data Analytics & Visualization: SQL (MySQL, SQL Server), MS Excel (Power Query, Pivot Tables, Advanced Formulas), Power BI (DAX, Power Query, Data Modelling), Exploratory Data Analysis (EDA), KPI Tracking, Data Storytelling, Statistical Analysis, Descriptive Statistics.

Data Engineering & Pipelines: ETL/ELT Pipelines, Relational Database Design, Data Modelling, Data Cleaning & Quality.

Programming & Automation: Python (Pandas, NumPy, Matplotlib), HTML, CSS, JavaScript

Tools & Environment: Git & GitHub, Jupyter Notebook, Google Colab, VS Code, Google Sheets, Google Looker Studio

WORK EXPERIENCE

Data & Product Analytics Intern | *Easy Gov, India* | September 2024 - December 2024

- Built a weekly reporting pipeline using SQL, Python, and Excel to extract and clean operational data across 5+ departments - delivering structured insights that directly shaped how the product team prioritised resource allocation.
- Identified recurring system failure patterns and queue time bottlenecks through SQL trend analysis - findings presented to the product team and directly incorporated into scheduling workflow changes.
- Translated product team requirements into structured weekly analysis reports using Pandas, NumPy, and Matplotlib - covering operational throughput, failure rates, and usage trends.

Data Analyst Intern – IT Division | *MAX Healthcare, India* | July 2024 - August 2024

- Analysed 6 interconnected Excel files with 23,000+ patient records linked across outpatient, inpatient, ICU, lab, and oncology datasets using common keys to surface cross-departmental patterns.
- Delivered weekly stakeholder reports on patient follow-up likelihood, seasonal department load, and performance by specialisation - insights referenced directly in scheduling discussions across 3 departments.
- Quantified revenue performance across 3 hospital locations (Gurgaon, Bhatinda, Ganganagar) by analysing gross amount, net amount, discounts, and write-offs across 31 billing parameters in ICU and oncology verticals - providing finance stakeholders a consolidated view.

PROJECTS

Helpdesk Performance & SLA Analytics | *SQL Server, Python, Power BI* | GitHub | Live Dashboard

- Designed and built an end-to-end IT support analytics solution from scratch - a 4-table relational schema **tracking 8,000 tickets, 20 agents, 8 departments, and 20 SLA policies** across 26 months.
- Engineered resolution and breach metrics in SQL Server - deriving **resolution_hours, sla_breach_flag, and response_breach_flag** by joining ticket data to SLA policy rules on category and priority, using DATEDIFF for minute-level precision across ticket types.
- Delivered a 3-page Power BI dashboard with 12+ DAX measures - **key finding: 3 agents handle 35% of total ticket volume while breaching SLA at 23–26%**, surfaced through an Agent Workload vs Breach Rate scatter chart and a Day × Hour peak-load heatmap - Monday 11am–1pm identified as the highest-load window with direct staffing implications.

SaaS Product Analytics Dashboard | *SQL Server, Python, Power BI* | GitHub | Live Dashboard

- Built an end-to-end SaaS product analytics solution modelling **5,000 users, 6,566 sessions, and 14,996 feature** interactions across a normalised 4-table star schema - users, sessions, feature_usage, and subscriptions connected via user_id.
- Built an ETL pipeline in Python and SQL Server to resolve **6+ data quality issues** - including mixed date formats, NULL imputation, casing inconsistencies, and 13,434 duplicate session records - ensuring analysis-ready data before any modelling began.
- Engineered 20+ DAX measures across churn rate, MRR, feature adoption, and conversion funnel - **key insight: users adopting 5+ features convert at 55.3% vs 46.9% for single-feature users**, a finding with direct product onboarding implications.

AI Job Displacement & Reskilling Dashboard | *SQL Server, Python, Power BI* | GitHub | Live Dashboard

- Developed an end-to-end workforce analytics dashboard analysing **13,700+ job records across 9 countries and 8 industries (2020–2026),** examining automation risk, salary impact before and after displacement, and reskilling urgency by role and sector.
- Resolved 6+ data quality issues - NULLs, duplicates, invalid values, and casing errors - across a multi-country dataset using Python, SQL Server, and Power Query, standardising inconsistent country and industry classifications before analysis.
- Built **12+ DAX measures and 15+ visualizations** across a 4-page interactive dashboard – surfacing that Energy leads AI disruption intensity at 23.62 across all 8 industries, 41.13% of reskilled workers earned less post-displacement, and the Skill Gap Index is flat at 50 across all sectors - indicating a systemic rather than industry-specific reskilling problem.

EDUCATION

B.Tech, Computer Science & Engineering | *Dr. APJ Abdul Kalam Technical University, India* | Graduated: September 2025

- CGPA: 8.23 / 10.0

CERTIFICATIONS

- Microsoft Power BI Desktop for Business Intelligence - Udemy (2026)
- Python for Data Analysis & Business Intelligence - Udemy (2026)
- SQL for Data Analysis: Advanced SQL Querying Techniques - Udemy(2025)
- Introduction to AI - IBM SkillsBuild (2024)