



Aathira Venugopal

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Professional Summary

- Data Analyst with **13+ years of experience** in **data interpretation and analysis**, specializing in **end-to-end business solution design and development** across **multiple domains** including shipping & logistics, education, and information technology.
- Experience in handling multiple **data quality assurance initiatives**, leading different **Community of practices (CoPs)** and **Special Interest Groups (SIGs)** within large organizations.
- Analytical mindset with years of experience in translating data into strategies that support **real-time decision-making**.
- Ability to work **cross-functionally with teams** such as finance, sales, marketing, HR, teaching etc.

Core competencies and skills

❖ Data Analysis & Management –

- Managing end-to-end data lifecycle to derive impactful data driven business insights
- Proficient in data collection, preprocessing, cleaning, modeling, integration, and management using Extract, Transform, and Load (ETL) tools to ensure seamless and efficient data workflows.
- Expert in ensuring data quality through meticulous data mining and quality assurance practices, consistently delivering reliable and accurate data for business insights
- Design, develop & train users on different data collection methodologies & survey tools such as MS Forms, InMoment/Maritz, Forsta/ConfirmIT.

❖ Data Visualization & Reporting

- Specialized in data visualization and storytelling for non-technical audiences
- Strong skills in analytical & data visualization tools such as advanced Excel, SQL, Power BI etc for business intelligence & reporting, market trends, customer preferences, demographic studies, revenue & sales etc.
- Provide ad-hoc reporting and analytical support as per demand.
- Identification & measurement of Key Performance Indicators (KPIs) & Objectives & Key results (OKRs)
- Basic understanding of Python, Machine Learning algorithms and applications, Azure Synapse etc

❖ Process Improvements & Automation

- Proven track record in driving process improvements and automation using PowerApps & Power Automate flows.
- Driving Lean six sigma (DMAIC lifecycle) projects in the organisation for cost savings, revenue growth, and reduction in manual hours.

❖ Leadership & Collaboration

- Leadership & mentorship, leading small/medium/large teams, fostering a culture of continuous business improvement.
- Identify gaps within the team and conduct data centricity training, demos and mentoring
- Supported 250+ colleagues in their LSS journey from onboarding to certification.
- Partnering with corporate data teams, data engineers and scientists to improve the data quality, consistency and reliability of pipelines and forecasts.
- Stakeholder engagement, strategic planning, communication & cross functional collaboration across regions & countries.

Certifications

- **Certified Lean Six Sigma Green Belt** - Effective from 20/07/2022
- **Post-Graduation Data Science**– Amity University, January 2020
- **ITIL Foundation certificate in IT service management** – January 2017 Certificate No- 04090523-01-LDK4

Work Experience

Company	Domain	Years Worked	Designation
British Council (Dubai)	Education	Nov 2021 till present	Global Business Improvement Data Analyst
Kids First Group (Dubai)	Education	December 2019 to August 2021	Financial Analyst
CMA Systems FZ LLC (Dubai)	Shipping & Logistics	June 2013 to November 2019	Business Operational Analyst
Infosys Limited (India)	Software service	June 2011 to December 2012	Software Test Engineer

Global Business Improvement (BI) Data Analyst – British Council (Nov 2021-Present)

- Reporting to Global BI Head of Data & Insights.
- Leading on the **Exams reporting** landscape to design and develop **reliable metrics and KPIs** for **global, regional, and country teams**. **Service Level Agreement (SLA)** monitoring & analysis across various strands.
- Managing **multiple projects** from **different stakeholders** effectively, ensuring **timely delivery**.
- Supporting regional teams with appropriate data tools and automated data feeds to facilitate the reporting needs.
- Design, develop, implement and automate **data access management process** to support **role-based access & external access** for dashboards and reports throughout Exams portfolio.
- Ensure **data strategies align with overall business objectives**.

a) Lean Six Sigma Community of Practice (LSS CoP) lead

- Leading a **cross-functional team** in implementing Lean Six Sigma methodologies, fostering a culture of **continuous learning & improvement** across the organization (250+ members)
- Organize and conduct **onboarding calls, bootcamps and open houses** to support practitioners
- Discuss and liaise with management and external agency to improve the timelines and training experience.
- Established a **robust Community of Practice**, facilitating **knowledge sharing** and **collaboration** among members to promote **best practices and innovation**.
- Yearly reporting on the achievements and statistics on the certifications and savings achieved.
- Provide practitioners with technical support on the **LSS tracker, tools, and technologies**.

b) Data Centricity Special Interest Group (SIG) lead

- Bringing together Business Improvement colleagues monthly open houses and **interactive sessions, flash quizzes** etc to focus on data initiatives and knowledge sharing.
- Provides **guidance and support** on data related queries & concerns.
- Conduct **team training and enablement** to elevate the **data literacy** of the team members.
- Advocate for **data governance** practices.
- Identify and **reduce data silos, duplication** etc and implement a Lean and Agile way of working.

Financial Analyst - Kids First Group, Dubai

- Reporting to **Group Financial Officer**.
- Manages the team of admins and accountants from **17 nurseries in UAE and QATAR**.
- Analyze **financial datasets and create financial models** for decision support.
- Report on financial performance and prepare for regular leadership reviews
- Create data **dashboards, graphs and visualizations**.
- Manipulate, analyze and interpret **complex dataset**.
- Work closely with the accounting team to ensure accurate financial reporting on the current & past financial data.
- Develop financial models to support **valuation, planning, and forecasting**
- Prepare reports using business analytics reporting tool like **power BI**.
- **KPI preparation and management** for MS Azure Navision DB.
- **Navision training and technical support for nursery admins** for invoicing, pricing etc.
- Close analysis and reporting of revenue schedules.
- Managing the **sales and marketing reports and graphs** for weekly updates.
- Analyze ROI and expenses for marketing campaigns.
- **Automation of regular workflows** and processes mainly to ease the workload of teams.
- Handle **large and complex datasets from NAVISION as well as SALESFORCE**.
- Develop and support the overall reporting process of finance, sales and marketing teams.

Business operations Analyst -CMA SYSTEMS FZ L.L.C, Dubai

- **End to end monitoring the flow of booking** messages from the source (legacy application) to target system (SAP side).
- Retrieving and evaluating the deployment relevant bookings from the database for further analysis.
- Evaluating and **reporting errors on a daily basis** and investigating where the bookings failed.
- Used **advanced Excel** functions to generate spreadsheets and pivot tables. Collecting and interpreting data and analyzing results.
- Interpret data, analyze results using statistical techniques and provide ongoing reports
- Identify **trends and opportunities** for growth through analysis of complex data sets
- Follow up to verify whether the issues are corrected within the stipulated time and the bookings are correctly integrated into the SAP side.
- **Dashboard reporting and interacting with technical team** as well as **client side** for the techniques to be adopted for stabilizing the interface and automating completely.
- **Compile and validate data**; reinforce and maintain compliance with corporate standards
- Develop and initiate more **efficient data collection procedures**

a) Quarterly Employee Verification (QEV) Continued Business Need Revalidation (CBN) Department: Service Operations and Quality

- Works with the **top management as well as agencies** present in different locations of **CMA-CGM** across the world to ensure the **security guidelines are maintained**.
- Evaluate internal systems for **efficiency, problems and inaccuracies, developing and maintaining protocols for handling, processing, and cleaning data**.
- **Retain analysis report, email logs and tickets** for at least two years for auditing.
- Respond to **audit requests from HO** with accurate data and **dashboards** in a timely manner.
- Always take **ownership** of the tasks assigned and is accountable for the quality of deliverables.
- Improve & **automate** the **security validation** process.

Software Test Engineer - Infosys Limited, Mysore

Department: Financial Services and Insurance-Independent Validation Services (FSIIVS)

Project: CBC-BAU (Corporate Banking Channels – Business Authorization)

Client: National Australian Bank (NAB)

- As a test engineer, I was responsible for the **testing and validation** of the project CBC-BAU (Corporate Banking Channels – Business Authorization).
- Performs Requirement Analysis, test case preparation, test case review, Test case execution, Test Summary Report, and analyzing the test results.
- Involved in Black Box testing, Functional testing, Adhoc testing, Regression testing, UAT testing etc.

Education

- **B Tech in Electronics and Communication (2007-2011)** – India – Aggregate 80%.
- **AISSE (All India Senior School Certificate Examination)** -2007 – India – Aggregate 92.8%

Contact

<input type="checkbox"/>	Date of Birth	: Feb, 1989
<input type="checkbox"/>	Gender	: Female
<input type="checkbox"/>	Nationality	: Indian
<input type="checkbox"/>	Marital Status	: Married
<input type="checkbox"/>	Passport No	: V7753335
<input type="checkbox"/>	Visa Status	: Employee Visa
<input type="checkbox"/>	Driving License	: UAE
<input type="checkbox"/>	Languages	: English, Hindi, Malayalam, Sanskrit

Declaration

I hereby declare that the above given information is true and correct to my best of my knowledge and belief.

Aathira Venugopal Nair