

# Paulina Mahajan

## PROFESSIONAL SUMMARY:

- Passionate data analyst with 7+ years of work experience in **conceptualizing, strategizing, analyzing, and delivering actionable insights** in the field of finance, telecommunication, banking, retail, healthcare, and supply chain
- Extensive experience in project management best practices, processes, and methodologies including **Waterfall, Agile, and SCRUM**
- Strong working experience in the **Data Analysis, Design, Development, Implementation, and Testing** of Data Warehousing using **Data Extraction, Data Transformation, and Data Loading (ETL)**
- Hands-on experience in Extract, Load, and Transformation (ETL) process using **Informatica Power Center**
- Experienced in writing SQL queries for various RDBMS such as **MySQL, Redshift, and Oracle** to handle unstructured data
- Solid understanding of **RDBMS** database concepts and experience in creating database objects
- Experience in **Data Modeling, Data Mining, Data Warehousing, and Data Analysis** in SQL Server and Oracle environments
- Performed **Data Mapping** between source systems to local systems, logical **data modeling**, created **class diagrams** and **ER diagrams**, and used SQL queries to filter data
- Proficient in design and development of various **dashboards**, and **reports** utilizing **Tableau, Quicksight, and PowerBI** like bar graphs, scatter plots, piecharts, geographic visualization, and other making use of actions, other local and global filters according to the end user requirement
- Experience in **designing the performance review** dashboards using Tableau and Power BI at the organization level for weekly, monthly, quarterly, and yearly reviews
- Expertise in designing and creating various analytical reports and dashboards to help users to **identify critical KPIs** and facilitate strategic planning in the organization
- Proficient in **Cloud** and **Analytical tools** and skills
- Ability to learn and adapt quickly to emerging new technologies and paradigms
- Good **analytical** and **problem-solving** skills and ability to work on own besides being a valuable and contributing team player
- Excellent **interpersonal** and **communications** skills, efficient **time management** and **organization skills**, ability to **handle multiple tasks**, and work well in a team environment. Effectively engage and influence a wide range of stakeholders in **solving cross-functional problems** and **capitalizing on opportunities**
- Ability to work **independently** and as a **collaborative** team player, with excellent time management and **prioritization** skills to manage a portfolio of diverse non-routine projects

## TECHNICAL SKILLS:

- **Analytical Tools:** Tableau, Informatica, Power BI, Google Analytics, Adobe Analytics
- **Relational Databases:** SQL, MySQL, SQL Server, Redshift, Oracle 11g
- **Programming:** HTML, JavaScript, CSS
- **AWS Analytics Tools:** Redshift, Quicksight, Neptune, Lookout for Metrics, Managed Services for Grafana, Managed Service for Prometheus
- **Other Tools:** MS Excel, MS Project, MS PowerPoint, MS Access
- **Operating Systems:** Windows, Linux, MacOS
- **Domain:** Data Analytics, Data Visualization, Business Data Warehouse, ERP, ETL, Marketing Web Analytics, Adobe Analytics, Agile Methodologies, Amazon Web Services (AWS), Statistics

## CERTIFICATION:

**AWS Certified Cloud Practitioner**

## WORK EXPERIENCE:

**Amazon Web Services, Dallas, TX**

February 2021 – June 2022

Data Engineer

- Perform **Extraction, Transformation, and Loading (ETL)** process, pulling large volumes of data from various data sources having billions of records per table of daily users login and account creation process from Amazon sites
- Work with the technical team and Product owners of Redshift and Quicksight to **mitigate customer issues** by performing **root cause analysis** and **service improvements** involving **bug fixes**
- Collaborating with cross-functional teams to provide high-level, all-inclusive **enterprise solutions** and **development** initiatives
- Provide high-level technical support to multiple customers via phone, email, and chat to **troubleshoot** the AWS environment
- Perform root cause analysis and provide solutions for various AWS services: **Amazon Redshift, Quicksight, Neptune, Lookout for Metrics, Managed Services for Grafana, Managed Service for Prometheus (Analytics)**
- Troubleshoot tickets associated with DNS, TCP Firewalls, Load balancing, VPN, VPC, IAM, Linux

**Apex IT System, Inc, Middletown, DE**

July 2020 – February 2021

Data Analyst Intern

- Developed quarterly roadmaps based on impact, effort, and test coordination, working with stakeholders to achieve short-term and long-term goals
- Created and cultivated test and learn culture among CRM and digitization groups, creating and executing structured experimentations based on **data-driven** and market ideas
- Developed **data-gathering** and **reporting** structures from the ground up and strategized methods capitalizing on system features

**Infosys Limited, Pune, India**

August 2013 - July 2018

Senior Data Analyst

- Managed business requirements, prioritization, project planning, and technical challenges in delivering large-scale **data visualization** projects for a leading Indian Retail Client for **predicting the sales and profits behavior**
- Collaborated with **cross-functional stakeholders** to formulate and complete full cycle analysis that includes **data gathering, analysis**, ongoing scaled **deliverables**, and **presentations**
- Used **Tableau, and Informatica Analyst** to create detailed **Dashboards** to provide insights to improve corporate profitability measures and comparative financial analysis for AXA Insurance
- Executed innovative Human-Task based solutions for automation of **Informatica Developer (IDQ)** source file validation and correction process, which **decreased human effort by 80%** for Atradius Credit Insurance
- Generated reports using **Tableau** and **Power BI** and performed **quality assurance** on reports using **SQL**
- **Led a team of 4** to carry out Data Migration from **SQL Server** to **Oracle** for 7 applications utilizing **SDLC process**
- **Designed, Developed, Implemented, Tested**, and Documented **SQL Queries** for large-scale, high-performance data
- **Trained** over 100 end-users across **8 departments** on how to interpret KPIs from the created **Tableau workbooks** and connect with **Tableau Server** from various Data Sources
- Performed **ETL** to pull loan data from various databases and created multiple **dashboards, scorecards**, and **reports** using **Power BI** to support loan business decision-making of a Dutch Banking firm

**EZTrip, Mumbai, India**

November 2012 - January 2014

Founder/Developer

- **Founded the transportation startup** to provide travel and booking services to clients of Mumbai and nearby areas
- Conducted **business plans** and **strategies**, developed **business model**, and directed the business development
- Coordinated with local travel vendors to provide easy transportation facilities to the employees of IT companies
- Measured traffic on the portal using **Adobe Analytics**, analyzed the data, and drew insights to make business decisions
- Developed a portal using **HTML&JavaScript** for ticket reservation; managed **500+ people** reservations weekly

**EDUCATION****The University of Texas at Dallas**

August 2018 – May 2020

Master of Science, Information Technology Management

GPA- 3.5

**University of Mumbai**

Bachelor of Engineering, Information Technology

GPA: 4.00

August 2008 - June 2012