

Dinakrushna Muduli

Analyst

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PROFESSIONAL EXPERIENCE

Analyst

March 2024 – present | Gurugram

NatWest Group

- Applied advanced Excel functions and pivot tables to analyze large datasets, achieving a 25% improvement in data accuracy and reducing reporting time by 30%.
- Utilized Java-based back-office applications to track financial transactions with 99.9% accuracy, reducing reconciliation time by 40%.
- Oversaw daily documentation and managed customer-related documents, ensuring timely and accurate communication that boosted customer satisfaction by 35%.
- Maintained daily operational tasks with 95% adherence to deadlines and implemented streamlined processes, resulting in a 20% increase in overall operational efficiency.
- Executed assigned tasks independently, demonstrating strong problem-solving abilities and attention to detail.

Key Account Manager

August 2022 – January 2023

Kingfa Science & Technology

Chandigarh, India

- Leveraged Excel to analyze financial and sales data, identifying key trends that informed strategic business decisions and optimized revenue streams.
- Conducted in-depth analysis of customer data using advanced Excel functions, leading to a 30% reduction in customer complaints and a 25% increase in customer satisfaction.
- Created detailed reports and visually compelling presentations in PowerPoint, delivering actionable insights to stakeholders and driving a 20% improvement in marketing ROI.
- Collaborated with cross-functional teams to streamline processes, using data-driven strategies to enhance operational efficiency and reduce costs.

PROJECTS

SQL-Powered Analysis of Digital Music Store

May 2024 – July 2024

- Utilized SQL to analyze sales data and customer preferences, leading to a 30% increase in music downloads and a 40% reduction in customer attrition.

BCG Data Analytics

June 2023 – July 2023

- Developed and executed a robust Python data analysis framework that revealed critical business insights through exploratory data analysis (EDA), leading to a 20% increase in operational efficiency and strategic planning, and implemented advanced modeling techniques to uncover findings aligned with client goals during the project's recommendations phase.

PwC Switzerland's Power BI Virtual Case Experience

May 2023 – July 2023

- Crafted visually appealing Power BI dashboards that effectively conveyed key performance indicators (KPIs) and utilized data visualization techniques to present complex data sets clearly, resulting in a 20% increase in client satisfaction ratings and a 20% improvement in client understanding and decision-making.

EDUCATION

National Institute of Science & Technology(NIST)
MBA(Operation & Marketing, Business Analytics)

December 2020 – August 2022
Berhampur, Odisha

SKILLS

Business Analysis, Data Analysis and Business Insights, Performance Metrics, Reporting & Dashboard Creation, Requirements Elicitation, Process Mapping, Process Improvement, Project Management, KPI Development, Stakeholder Management, Research & Analysis, Analytical and Problem-Solving Skills, BRD, Strong Communication and Interpersonal Skills, JIRA, Python, SQL, Collaboration & Teamwork, Proficient in Microsoft Office (Word, Excel, PowerPoint, Visio) —

CERTIFICATION

- Business Analytics(Institute - IMS Proschool, Bangalore)
- IBM Data Analytics with Excel and R Professional Certificate [↗](#)
- Alteryx Data Preparation Professional Certification [↗](#)