

SUVAM MONDAL

Data Analyst



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[LinkedIn](#)



PROFILE SUMMARY

- Possess **nearly 6 years of diverse IT experience** spanning **service desk leadership, data analysis, business intelligence, and process optimization**, with proven capability to **excel across Healthcare, Financial Services, and Technology Environments**.
- Displayed leadership strength by supervising a **28-member team at Capgemini**, mentoring **junior analysts**, addressing client escalations, and **fostering a collaborative, high-performance environment that drove continuous improvement**.
- Gained extensive experience in **data analytics and reporting**, leveraging **SQL, Python, Power BI, Tableau, and Excel** to build **scalable datasets**, **improve decision-making**, and **enable stakeholder-centric insights** for clients across multiple domains.
- Skilled in **service delivery oversight**, executing **root cause analysis**, **optimizing workflow** and **driving automation initiatives** that resulted in 50% gains in productivity and **significant reduction in manual effort across roles**.
- Attained strong expertise in **business intelligence, data governance, and performance metrics analysis**, ensuring high data integrity while enabling informed decision-making for clients such as **Genentech, AstraZeneca, Sun Pharma, Optinose, and Goldman Sachs**.
- Recognized for **exceptional client management** and **cross-functional collaboration**, having **represented teams onsite in Sweden**, **engaged with senior stakeholders**, and **consistently delivered solutions that enhanced service quality and client satisfaction**.
- Committed to **continuous learning and upskilling**, leveraging the Data Science certification and actively staying updated on emerging tools, technologies, and best practices to enhance operational efficiency and service standards.



AREAS OF EXPERTISE



Data Governance
Business Intelligence
Healthcare Analytics
Process Optimization / Automation
Performance Metrics Analysis
Client Relationship Management
Market Access Strategies
Continuous Improvement
Stakeholder Management
Project Management
Data Analytics
Data Integration



CERTIFICATION

- PG Programme in Data Science from Praxis Business School in 2021 - 2022



EDUCATION

- **2013 - 2017**: B.Tech. (Electronics & Communication) from West Bengal University of Technology



SOFT SKILLS



PERSONAL DETAILS

- **Date of Birth**: 10.10.1994
- **Languages Known**: English
- **Address**: Rajarhat, Kolkata.



WORK EXPERIENCE

Globus systems | Bengaluru (Remote) | Jan '26 – Present

Designation: Senior Data Analyst

Highlights:

- Replaced a legacy mainframe application **AS400** workflow end-to-end by designing an automated pipeline, eliminating **40 hours** of manual processing per week and removing dependency on the legacy system.
- Migrated 2+ Excel-based workflows into automated **KNIME ETL** pipelines, building extract-transform-load processes that improved data accuracy and reduced processing time by 10+ hours.
- Developed ETL pipelines in KNIME to integrate data across [sources/systems], standardizing data flow for fundraising campaigns processing 20M+ records.
- Automated Jira, email, and support-ticket workflows using Claude AI, auto-routing 100% of requests and reducing manual effort by 25 hours per week.
- Wrote SQL scripts and stored procedures to consolidate, segment, and update campaign data, improving query performance.

Clarivate Analytics (USA Healthcare) | Bengaluru | Aug'22 – Oct'24

Designation: Data Analyst

Highlights:

- Engineered end-to-end process automations and built 5+ scalable Market Access databases using SQL and Python for clients such as Genentech, AZ, Sun Pharma and Optinose, improving overall processing efficiency by 88%.
- Integrated MMIT, IQVIA, LAAD and SHA datasets by designing 5+ Python workflow, accelerating data bridging, validation and reporting efforts by 88%.
- Developed 2+ SQL stored procedures to simplify client-specific data manipulation and enhance query performance.
- Collaborated with 8+ client stakeholders to define analytical goals, delivering impactful insights that significantly strengthened engagement and satisfaction levels.
- Supported senior leadership by identifying new analytical opportunities and contributing to strategic decision-making using data-driven recommendations, leading to improved team efficiency.

Collabera Technology | Bengaluru | Jul'20 – Jul'21

Designation: Senior IT Engineer

Client: Goldman Sachs

Responsibilities:

- Supported and guided junior team members, enabling smoother issue resolution and stakeholder coordination.
- Enhanced reporting accuracy and readability by using Power BI and applying best practices in visualization, increasing report clarity.
- Worked closely with users and stakeholders to analyze data sources and align reporting with business requirements, ensuring strong alignment with business objectives.
- Monitored key team performance metrics and provided insights that improved operational efficiency by 32%.
- Conducted detailed root cause analyses to resolve 17+ complex data issues, reducing recurring issues by 64%.
- Led the design and implementation of multiple dashboards, improving data consumption and accelerating decision-making speed.

**PREVIOUS EXPERIENCE****Capgemini | Kolkata | Aug'17 – Dec'19****Designation: Senior Analyst****Responsibilities:**

- Led a 28 -member Service Desk Team, managing performance, escalations, and SLA-driven service delivery.
- Executed multiple SQL-based assessments to identify service bottlenecks and streamline request workflow, greatly improving turnaround efficiency.
- Performed in-depth analyses on various datasets to discover improvement opportunities and optimize data-driven processes, resulting in notable enhancements in operational performance.
- Compiled structured client reports and recommended actions that meaningfully strengthened overall service delivery.
- Addressed key data quality gaps and initiated 15+ continuous improvement projects, significantly reducing recurring issues within the team.
- Conducted 10+ training sessions for new team members and facilitated knowledge transfer, leading to a more effective and smoother onboarding experience.
- Represented the team onsite in Gothenburg, Sweden, managing 1 transition activity and maintaining strong alignment with client expectations.