



MIHIR DHAKAN

DATA ENTHUSIAST

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CAREER SUMMARY

Dynamic and performance-driven **Business Analyst** with 8+ years of experience in Data Analysis, Systems Development, Enhancement and Support. Successfully implement various Data Projects with a proven track record across requirements gathering, data modelling, Visualization and data flow design. Has a broad exposure in various industries such as Banking, Finance, Media and Insurance

CORE PROFICIENCIES

Cloud: AWS, Google Cloud

SQL: Teradata, HiveQL, Redshift, Big Query

Others: Data Modelling, Project Management

Leadership, Stakeholder Management, Story-telling

BI / Visualization: Power BI, Medallia, Kibana

NoSQL: MongoDB, Cassandra

Tools: Excel, WinSCP, Git, Jira

PROFESSIONAL EXPERIENCE

Aug'21 – till date

Analyst

TCS (Tata Consultancy Services)

Toronto

- Lead, drive, execute various data Projects involving HR, Finance, Customer Analytics domain.
- Gather and analyze external data, extracted in technical and non-technical format and provide insights from raw data using various BI Tools such as Power BI, Qlik sense.
- Developed tailored strategic initiatives for improving productivity across various business units.
- Profile detailed requirements for customer-centric solutions and ensure it meets stakeholders needs.
- Performed in-depth analysis to help identify the key issues faced by end-users impacting the business and its revenue.
- Communicated Strategies to analyst team, and worked with stakeholders to model and document goals, communicating transparently to meet 98% of deadlines.
- Design, Prepare and provide solutioning of Technology architecture for Data Lake Projects and ensure end-to-end delivery of projects.
- Manage stakeholders' expectation and ensure timely delivery of project(s).

Jun'18 – Jul'21

Assistant Vice President 5

OVERSEA-CHINESE BANKING CORPORATION

Singapore

- Stakeholder management, analysis of finance, risk and fraud related data projects
- Lead various data warehouse projects with in-house as well as vendor / agency driven pace.
- Performed Data Analysis for Downstream Data marts such as Risk and Fraud
- Developed Schema for various domain specific data marts based on the business requirements
- Awarded Spot-On for delivering on-time Group Wealth Platform project which made the bank's wealth platform to be available to its CFS and BOS (Bank of Singapore) Customers in a single system.
- Involved in design and development of Data transformation framework components to support Single Complete Actionable View of a Customer

Mar'18 – Jun'18

Senior Consultant

COMTEL SOLUTIONS PTE. LTD.

Singapore

- Identifying user requirements and writing business requirement specification after analyzing data.

- Design as well as develop, implement data models for various Asset & Liability management projects.
- Implemented a strategic data delivery plan that resulted in the formation of a value-added analytics for Group Audit which in turn helped in mitigating the reconciliation risks by 75%.
- Extensively using Teradata Database and various Frameworks for ELT, data analysis and data discovery across the project
- Worked on Data discovery for data sources from web services such as SOAP/XML

Dec'17 – Mar'18

Business Intelligence Analyst

ACCION LABS SDN. BHD

Malaysia

- Document business needs and perform functional feasibility with detailed specifications
- Perform in-depth Data analysis & Data Mining using multiple Database Management systems including AWS Redshift.
- Analyzed heterogenous source systems across data warehouse for ensuring effective fraud surveillance
- Performed strategic product category analyses in an effort to identify their strengths and weaknesses resulting in a marked improvement in product line resource allocation
- Performed Data Profiling and Data Mapping for customer data driven projects

Jul'16 – Dec'17

ETL Developer

OPTIMUM INFOSOLUTIONS PVT.LTD

Malaysia

- Extensively used Teradata Database & GCFR Framework for ELT across the project for concluding the data mining results
- Involved in data validation during UV - User Verification with Business Users

Apr'15 – Jul'16

Software Engineer

Techlink Infoware Pvt. Ltd.

India

- Performance management including Query analysis & optimization, Indexing
- Coordinate with onshore senior team members located in Australia on discussing ways to make cost effective infrastructure like compression and code versioning check across different Teradata environments.

Jul'13 – Apr'15

Software Engineer

Aventurine Technologies Pvt. Ltd.

India

- Participate in preparing the application designs
- Designing & Development of DataStage jobs
- Application of Data warehousing concepts (Dimensions, Facts, Slowly changing dimension etc.) in designing data model
- Providing System Test support during System Test phase

AWARDS

2020

EXSA – Excellent Service Award (Gold)

Singapore

The Association of Banks in Singapore

EDUCATION

2013-2015

University of Pune

India

Master's in Computer Application

RELEVANT CREDENTIALS

- CCA - 175 Cloudera Spark and Hadoop Developer
- Google Cloud Platform - Associate Cloud Engineer
- AWS Certified Cloud Practitioner
- Teradata Vantage Certified Associate
- Oracle Cloud Infrastructure Architect Associate
- Oracle Cloud Infrastructure Foundations Associate