

Kunjal Mahant

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Summary

Data Analyst with 3+ years of experience in data analysis, Medallia/Power BI dashboard development, and stakeholder collaboration. Skilled in extracting, modeling, and transforming large datasets using SQL and Python. Proven ability to understand requirements, develop and improve processes, translate business needs into actionable insights, and develop predictive dashboards. Strong background in report automation and cross-functional support in hybrid environments. Strong grasp of data modeling, stakeholder collaboration, and scalable ETL design. Eager to grow in modern data engineering frameworks including Spark, Airflow, and NoSQL systems.

Education

Bachelor's in Computer Engineering (B.Engg.)

2015 – 2019

Gujarat Technological University

Artificial Intelligence and Data Analytics – Postgraduate Certificate

2023 – 2024

Saskatchewan Polytechnic | Saskatoon

Completed advanced coursework in machine learning, data mining, and data engineering, with a focus on real-world data analysis and solutions development. Capstone project applied deep learning models to computer vision tasks, analyzing image datasets to identify and classify items.

Postgraduate Certificate – Technology Management

2024 – 2025

Saskatchewan Polytechnic | Saskatoon

Completed coursework in leadership for emerging technologies, strategic planning, risk assessment, technological innovation, and data-driven decision-making to optimize business operations and digital transformation initiatives.

Work Experience

Data Analyst

July 2025 – Present

Capgemini

Ontario

- Designed, developed, and maintained Power BI dashboards by extracting, transforming, and modeling large-scale financial services data from Snowflake data lake, delivering actionable insights for business decision-making.
- Partnered with Finance, Data Engineering, and Customer Experience teams to define KPIs, gather business requirements, conduct peer reviews, and design scalable and optimized reporting workflows.
- Performed quantitative analysis on transaction and operational datasets and qualitative analysis on customer survey feedback (NPS, CSAT, CES) to identify trends, key drivers, and improvement opportunities.
- Optimized SQL-based ETL pipelines on Snowflake in collaboration with data engineers, improving data refresh cycles, data quality, and overall operational efficiency.
- Applied predictive and exploratory analytics on financial services datasets to support customer experience measurement and performance tracking.
- Produced detailed technical documentation covering Power BI data models, DAX calculations, transformation logic, and dashboard architecture.
- Conducted client demos(PowerPoint) and end-user training sessions to promote adoption of self-serve analytics and data-driven decision-making.
- Worked in an Agile delivery environment, managing issue tracking and enhancement cycles through Rally to ensure timely and high-quality BI deliverables.

InStore Pickup Associate

Oct 2023 – May 2025

BassProShops (Cabela's)

Saskatoon, SK

- Assisted customers with online order pickups by verifying identification, retrieving merchandise, and ensuring accurate transactions.
- Coordinated with inventory and sales floor teams to locate, stage, and prepare items for efficient customer handoff.
- Maintained organized staging areas and monitored order fulfillment queues to minimize wait times and improve customer satisfaction.
- Resolved order discrepancies, returns, and exchanges while adhering to company policies and ensuring a positive customer experience.
- Provided product knowledge and upselling support to enhance customer engagement and drive additional sales opportunities.
- Operated POS systems, processed payments, and ensured accurate records for daily reconciliation and reporting.

Business Analyst

Oct 2022 – July 2023

Etech Technology Services

Gandhinagar, India

- Delivered end-to-end Medallia/Tableau reporting solutions across banking, healthcare, and retail sectors, managing the full lifecycle from data extraction to visualization.
- Collaborated with cross-functional teams to define KPIs, gather business requirements, and design efficient reporting workflows.
- Optimized ETL pipelines in partnership with data engineers, enhancing data refresh cycles and overall operational efficiency.
- Applied Lean and Six Sigma methodologies to identify and resolve reporting process inefficiencies.
- Produced detailed technical documentation outlining data architecture, transformation logic, and dashboard features.
- Conducted client demos and user training sessions to drive adoption and promote data-driven decision making.
- Managed issue tracking and enhancement cycles through JIRA to ensure timely and effective BI deliverables.

Associate Business Analyst

Etech Technology Services

July 2021 – Oct 2022

Gandhinagar, India

- Engaged with clients from automotive, telecom, and retail sectors to gather business requirements, define survey logic aligned with strategic KPIs and enabled self service capabilities.
- Designed custom surveys and ensured alignment with client-specific goals, capturing relevant customer experience (CX) data across channels.
- Built and deployed ETL pipelines for extracting, transforming, and cleaning large-scale survey and operational datasets using SQL and Power Query.
- Developed interactive dashboards to provide end-to-end performance insights, sales insights via REST APIs, SFTP and AWS.
- Conducted QA testing and led UAT sessions with stakeholders, incorporating client feedback to refine visualizations and metrics logic.
- Deployed projects to production environments and established monitoring workflows to track data quality, dashboard usage, and ongoing system performance.
- Maintained compliance with enterprise data governance standards, ensuring accuracy, security, and audit readiness of all dashboard outputs.

Project Experience

Insurance Claims Analysis

Designed BI dashboards and anomaly detection reports for structured claims data, enabling early issue identification and trend monitoring. Performed data cleansing, transformation, and KPI generation using SQL and Python. Analyzed business requirements and translated them into actionable insights through interactive dashboards and visual storytelling.

Skills: Power BI, SQL, Python, Data Cleansing, Workflow Automation, Report Automation, Insurance Analytics

AWS IMDb Web Scraping & API Data Extraction

Engineered a data pipeline to scrape IMDb movie data with Python and BeautifulSoup, store structured output in AWS S3, and analyze using AWS Athena. Modeled data relationships to create ERDs for claims processing, documented business rules for developer handoff.

Skills: AWS S3, Athena, Python, SSIS, SSRS, SSAS, SSMS, ERDs, Web Scraping, PowerShell, Data Warehousing, Data Lake Architecture, Snowflake, Data Pipelines, Qlik, Data Modeling

Amazon Pricing Insights Dashboard

Developed a full-stack business intelligence pipeline simulating Pricing & Promotions analysis. Extracted e-commerce datasets using Python, stored in AWS S3 and DynamoDB, and loaded into Amazon Redshift using ETL pipelines. Built and evaluated machine learning models for anomaly detection, assessed model performance, and delivered insights through interactive dashboards to support pricing and revenue optimization. Generated insights using LLMs and authored an executive summary for stakeholders.

Skills: AWS Redshift, S3, DynamoDB, QuickSight, Python (Pandas, Boto3), SQL, Data Modeling, Data Warehousing, Tableau, R, Anomaly Detection, LLMs, Business Intelligence, Cloud Architecture

Certifications

- AWS Certified Cloud Practitioner
- Data Engineering Foundation
- Python for Data Science, AI & Development