

# Tejas Yadav

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[LinkedIn Profile](#)

## Profile Summary

A dedicated and results-driven Business Analyst with hands-on experience in trust and safety operations, data analysis, and stakeholder management. Proven ability to gather and translate business requirements into actionable insights, streamline processes, and deliver measurable improvements in performance and efficiency. Deeper Knowledge in tools such as SQL, Python, Power BI, Tableau, and Excel with a strong foundation in Agile and Waterfall methodologies. Passionate about leveraging data to drive strategic decisions and committed to continuous learning and growth in the field of business analysis.

## Skills

- **Microsoft Excel** (Basic - Advance): Lookups, Tables, Formatting, Sort and Filtering, Pivot tables, Power Query, Reporting, Charts, and Dashboard.
- Storytelling: Storytelling from Data and Insights, **Data-Driven Decisions**.
- **Python** (Basic): Pandas, Numpy, Matplotlib, Seaborn for Analysis.
- **SQL** (Intermediate): SQL Queries, Joins, Window Function.
- **Power BI**: Power Query, Data Modeling, KPI's, Dashboards.
- **Tableau**: Basic Dashboard Creation, Data Modeling.
- Business Requirements Documents, Functional Requirements Documents, UI Requirements, UAT, UML, SDLC,
- Waterfall, Rational Unified Process(RUP), Agile Scrum Methodology.
- Wire Frame, Screen Mockups, Prototype.
- **Six Sigma White Belt**.

## Tools

- MS Excel, MS Visio, Google Sheets.
- Jupyter Notebook, Google Collab, AWS Cloud.
- MySQL, PostGreySQL.
- Power BI, Tableau.
- Jira, Rally.

## Core Competency

- Business Analyst Planning and monitoring
- Elicitation and Collaboration
- Requirement Life Cycle Management
- Strategy Analysis
- Requirements Gathering
- Team Management
- Data Analysis
- Solution Evaluation

## Education

**Bachelor's Of Commerce** – March 2017 – October 2020

University of Mumbai | DSPM's K. V. Pendharkar College

## Certifications

1. [Google Data Analytics Specialization](#)
2. [Data Analytics Pro+](#)
3. [Business Intelligence Analyst](#)
4. [Hacker Rank SQL \(Basic\)](#)
5. [Hacker Rank SQL \(Intermediate\)](#)
6. [Business Analysis "A to Z"](#)
7. [Data Analytics on AWS](#)
8. [Six Sigma White Belt](#)
9. Currently pursuing Business Analysis with [Coepd](#).

## Experience

February 2022 – present

**ImpactGuru Technology Ventures – Marol Naka –  
Team Lead and Data Analyst in Trust and Safety**

- Conducted due diligence for fund transfers in Medical Campaigns, Marketing Campaigns and NGO Campaigns.

- Lead the Fund transfer team, Bill Collation and Special Task Team, updating standard operating procedure for marketing campaigns and enhancing performance & TAT by up to 80%.
- Handling daily Escalations from customers and from other teams on a daily basis.
- Streamlined processes to reduce TAT by 70% and identified alternative solutions to significant challenges.
- Engaged in gathering and cleaning data, generating reports from Raw Data which helps to 40% improvement in individual performance.
- Conducting regular meetings with Co-founders on process improvement and reducing risk for marketing campaigns.
- Conducting Interviews and training to New Team members.
- Conducting Data Analysis on the Data.
- Prepare BRD and Use Cases of Trust and Safety for the Product Team.

### **Project: Operational Efficiency Dashboard & Workflow Optimization Initiative**

- Revamped manual processes managed via Google Sheets by developing a fully functional and interactive dashboard.
- Integrated key performance indicators (KPIs), real-time productivity tracking, lead tracking, and live data monitoring into the dashboard for improved visibility and control.
- Implemented new business modules to enhance cross-departmental communication and streamline operations.
- Enhanced workflow efficiency, resulting in a 40% reduction in turnaround time (TAT) and a 30% increase in agent productivity.

Oct 2020 – July 2021

### **ICICI Bank - Thane - Phone Banking Officer**

- Completed KYC of 100+ Customers per day on Video Call.
- Selling insurance and resolving queries related to KYC.

## **Projects**

1. Movie Recommendation Model
2. Servo-Mechanism Predictive Model
3. Big Sales Prediction Model
4. HR Attrition Analysis

## **Internship**

Completed Virtual Data Analytics Internship with YBI Foundation.

- Cleaned and transformed data with Python to create a sample dataset and test dataset for building a Predictive Model. Used Linear Regression, Linear Classification, Decision Tree, Random Forest Tree Model to build a Predictive Model.