

# Aayush Pandey

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## PROFESSIONAL SUMMARY

Business Analyst and Data Analyst with hands-on experience in process automation, data analysis, ETL pipelines, SQL reporting, ITGC audits, and project coordination. Proven track record of reducing manual effort by 40% and improving reporting turnaround by 35% through workflow automation and process optimization. Experienced in requirements gathering, stakeholder coordination, KPI reporting, and supporting cross-functional project delivery. Currently pursuing an MBA in Project Management and seeking Business Analyst, PMO, or Project Analyst roles.

## Skills

- Business & Project: Requirements Gathering, Stakeholder Coordination, Change Management, Project Tracking, Workflow Automation, KPI Reporting, SDLC, Agile Concepts, PMO Support
- Analytics & Data: Python, SQL, ETL Pipelines, Data Cleaning, Data Modeling, Reporting, Dashboards
- BI & Tools: Power BI, Tableau, Excel (Advanced)
- Audit & Compliance: ITGC Testing, Control Remediation Support, Audit Reporting

## EXPERIENCE

Data Analyst, Aug 2024 – Present  
MM Nissim and Co LLP, Noida

- Automated TDS, GST, and audit processes using Python and ETL scripts; reduced manual work by 40%.
- Designed and optimized 50+ SQL queries, improving accuracy of monthly financial exception reports and reducing report turnaround time by 35%.
- Enhanced Python automation scripts, cutting processing time from 10 mins to 7 mins per dataset (30%) for high volume financial data.
- Conducted ITGC audits, strengthening internal controls and improving audit readiness across finance systems.
- Coordinated requirements, timelines, and deliverables across audit & automation projects to ensure milestone completion.
- Performed root cause analysis on reporting discrepancies, improving data reliability and audit traceability.

Data Analyst Internship, Apr 2024 – Jul 2024  
Excelinnova Consultancy Services Pvt Ltd, Dwarka, New Delhi

- Managed ETL pipelines processing 50,000+ data records, ensuring 98% accuracy in data transformations and loading.
- Built an AI-powered language conversion model in Python, improving multilingual communication efficiency by 30%.

Junior Executive Customer Success, Sep 2022 – Aug 2023  
Witzeal Technologies Private Limited, Gurugram

- Conducted root cause analysis that reduced customer resolution time from 5 hours to 4 hours (20%) on average.
- Partnered with product teams to enhance product usability, leading to a 10% improvement in customer satisfaction scores (CSAT).
- Worked with cross-functional teams (product, tech, ops) to streamline workflows.
- Resolved 200+ customer queries per month with a 90% first touch resolution rate, contributing to a 12% increase in customer retention.
- Improved team efficiency by 20% through standardized communication and streamlined escalation processes.

## PROJECTS

Change Request Automation System / N8N Workflow Automation, [Case Study](#)

- Designed and implemented an end-to-end change request approval workflow using n8n, Google Forms, Google Sheets, and Gmail to automate change management intake, tracking, unique ID generation, real-time status updates, and email-driven approvals, reducing manual coordination and improving compliance traceability.

Auto Sync – SFTP Automation Tool / Open-source, Python, [Case Study](#)

- Built a configurable SFTP automation tool to streamline file syncing, change detection, audit reporting, and automated email notifications, reducing manual audit documentation time by 60% while improving version control and compliance accuracy.

Excel Batch Cleaner / Python, [GitHub](#)

- Developed a Python tool to automatically clean, merge, and standardize large Excel datasets for reporting, improving data consistency and reducing manual preprocessing time by 50%.

File Update Reporter / Python, [GitHub](#)

- Created a Python utility that scans directories to detect new or updated files and sends automated email reports, improving directory monitoring and audit traceability.

CUSTOMER BEHAVIOR IN SPATIAL SHOPPING / Python, IBM SPSS

- Performed consumer behavior analysis on online and offline shopping data to identify buyer segments and generate insights for improved marketing targeting.

THE IMPACT OF INSOMNIA ON HEALTH / R Programming, Excel

- Analyzed health data using regression techniques to assess insomnia's impact and provide analytical insights to support preventive health decision making.

## EDUCATION

Manipal University,	Jaipur, India
MBA Project Management (Online)	2024-2026
Guru Gobind Singh Indraprastha University,	New Delhi, India
PG Diploma in Data Analytics	2023-2024
Maharaja Surajmal College, IPU	New Delhi, India
Bachelor of Computer Applications	2018-2022