**Shazia Chowdhury**

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**Cell:**

**Sr. Business Intelligence Analyst**

Seasoned Senior Business Intelligence Analyst with over 9 years of experience in leveraging data to drive strategic business decisions. Proficient in developing comprehensive BI solutions, conducting in-depth data analysis, and executive leadership. Expert in utilizing advanced analytical tools such as SQL, Tableau, Power BI, and Alteryx to extract, transform, and visualize data. Demonstrated ability to lead cross-functional teams, manage complex projects, and implement data-driven strategies that enhance operational efficiency and revenue growth. Adept at problem-solving with a strong focus on identifying opportunities for improvement and innovation within business processes. Proven track record of delivering high-quality, timely, and accurate business intelligence that supports key decision-making processes.

**Professional EXPERIENCE**

**Sr. Business Intelligence Analyst**

01/2023 – Present

JP Morgan Chase- New York, N.Y

* Developed and implemented a Tableau dashboard that provided real-time insights into customer behavior, resulting in a 10% increase in customer retention and a 4% increase in revenue.
* Collaborated with cross-functional teams to identify and address data quality issues, resulting in a 25% improvement in data accuracy and reliability.
* Trained and mentored 5 new Tableau users, increasing the overall Tableau adoption rate by 20%.
* Design and develop data models, data warehouses, and data marts to support business intelligence initiatives
* Develop and maintain ETL processes to ensure data accuracy and integrity
* Analyze and interpret data to identify trends, patterns, and relationships
* Develop and maintain reports, dashboards, and scorecards to provide insights into business performance
* Develop and maintain data visualizations to support data-driven decision-making
* Expertise in SQL Server, SSIS, SSAS, SSRS, Linux, Microsoft Office suite, and relational databases including Oracle, MS SQL Server, Teradata, DB2, Mongo DB, Influx DB, and PostgreSQL
* Proficient in PL/SQL programming - Stored procedures, functions, packages, SQL tuning, and creation of objects - Tables, Views, Materialized Views, Triggers, Sequences, Synonyms, etc.
* Excellent Knowledge of Data Warehouse Concepts, Data Modeling, OLTP & OLAP in all environments which includes development (DEV), test (QA), and production (PROD).
* Proficient in SSIS creating Crystal reports for extracting, cleaning, transforming, and loading data into data warehouse and SSIS transformations such as Lookup, Derived column, and Data conversion Work with ETL process to Extract, Transform, and Load the data into stage area and data warehouse.
* Create ETL mapping documents to outline data flow from the source to the target system.
* Experience in Performance tuning of Targets, Sources, Mappings, and Sessions.
* Experience using Alteryx and Tableau Prep for Data manipulation/Modeling.
* Excellent communication, interpersonal, and analytical skills with the ability to manage and work effectively to Meet deadlines in a fast-paced environment.

**Business Intelligence Analyst/Data Analyst**

09/2019 – 12/2022

NYU Langone Hospital- New York, N.Y

* Implemented business intelligence solutions and advanced analytics techniques to identify opportunities to meet and exceed business goals
* Presented and communicated actionable insights in a way tailored to the specific audience and client's needs
* Converted SSRS reports to Tableau dashboards for interactive dashboards.
* Develop and maintain data governance and security policies to ensure data accuracy and integrity
* Develop and maintain data quality assurance processes to ensure data accuracy and integrity
* Collaborate with stakeholders to identify and prioritize business intelligence initiatives
* Develop and maintain documentation to support business intelligence initiatives
* Provide training and support to stakeholders on business intelligence initiatives
* Designed and implemented a data visualization strategy that improved decision-making
* Coordinated database middleware issues with DBA's, system performance with System Architects.
* Developed interactive dashboards using table calculations, Pareto, Waterfall, Bar charts, scatter plots and other Tableau features.
* Hands on experience on Tableau prep for clean & shape the data.
* Automate multiple dashboards through Tableau prep.
* Providing Training to users and collaborating with daily issues.
* Worked extensively with advanced analysis is Actions, Calculations, Parameters, Background images, Maps.
* Overseen the performance of Design to develop technical solutions from Analysis documents.
* Experience working with Snowflake SQL and SnowSQL to create and maintain data structures.

**BI Analyst/Tableau Data Analyst**

07/2018 – 09/2019

Northwell Health- Lake Success- N.Y

* Developed and maintained a data pipeline that supported Tableau dashboards, resulting in a 30% reduction in data processing time and a 20% increase in dashboard performance.
* Designed and implemented a Tableau security and access control strategy, resulting in a 100% compliance rate with data security policies and regulations.
* Analyzed data to identify trends and patterns, and developed actionable insights that informed business decisions, resulting in a 25% increase in revenue and a 15% increase in customer satisfaction.
* Designed and built dashboards for use in monitoring performance metrics while maintaining existing dashboards for accuracy and efficiency and incorporating changes using Tableau.
* Used advanced chart visualizations in Tableau—such as dual axis, box plots, bullet graphs, tree maps, bubble charts, and waterfall charts—to solve complex problems and to create interactive dashboards and visualizations.
* Served as a Tableau Liaison to mentor our team on all Tableau best practices while supporting other developers specifically in data-source identification.
* Developed and reviewed simultaneous SQL queries in Tableau Desktop to validate both static and dynamic data for data validation

**Sr. Tableau & Data Analyst**

01/2015 – 06/2018

Pfizer- New York- N.Y

* Conducted data analysis, performed business-analysis tasks (such as creating project plans), received data and records in multiple formats, and worked on performance-turning to help in comprehending joins and data distribution.
* Utilized Tableau Desktop to create multiple rich dashboards that appropriately told stories of business status and success, strengths and weaknesses, and potentials; also offered at a glance, visual representations of profitability, products, and customers.
* Created a data-collection template in Excel for reinsurance metrics that were approved for ongoing use.
* Designed stored procedures, triggers, cursors, tables, and views for several applications while generating comprehensive analytical reports by running SQL queries against current databases to conduct thorough data analyses.
* Strategically implemented incremental data extracts (which were updated on a timely basis as data updates), refreshed extracts, optimized and tuned applications for maximum memory management, and performed scheduling.

**Tableau Analyst**

01/2013 – 12/2014

Loreal- New York- N.Y

* Gather, define, and document business requirements and translate them into Tableau dashboards and reports.
* Collaborate with cross-functional teams to understand and analyze data needs, ensuring that Tableau visualizations align with business objectives.
* Maintain and update existing Tableau dashboards, ensuring data accuracy and consistency.
* Train and mentor other team members on Tableau best practices and data visualization techniques.
* Stay updated with the latest Tableau features, trends, and industry standards to ensure optimal performance of visualizations.

**Reporting Analyst**

03/2010 –12/2012

Cigna-Bloomfield, C.T

* Write SQL queries against large relational tables and databases in an Oracle environment.
* Provided exceptional project management skills when leading BI projects
* Ability to be flexible and balance multiple priorities
* Analyze data stored in Oracle tables using self-service BI tools (Power Pivot Power Query and Tableau)
* Maintaining Tableau reports & analysis and working on enhancements to existing reports or creating new reports based on business need
* Design and build attractive, easy to use, dashboards with Tableau, Power BI and SharePoint
* Develop reports for executive and supervisor-level targeted areas
* Validate information contained in reports and provide end-user introductions
* Utilize Analysis Tabular to build complex database solutions Accomplishments
* Developed Business Intelligence dashboard and design concept for the organization by providing them with attractive, easy-to-use dashboards using Tableau, Power BI and Analysis Tabular, and

SharePoint

* Set up training sessions to mentor co-workers/users on how to Business Intelligence basic concepts and Designs
* Train users on how to use SharePoint sites, content management, and web parts for Tableau Dashboards Skills Used
* Create easy-to-use dashboards with Tableau In-depth knowledge of Tableau Desktop
* Analyze data with Power BI (Power Pivot, Power Query)

**SKILLS & COMPETENCIES**

- Tableau dashboard development - Data visualization

- Data modeling - Data pipeline management

- Data quality management - Cross-functional collaboration

- Stakeholder engagement - Data-driven decision-making

- Tableau user training and mentoring - Data security and access control

- Trend and pattern analysis - Business intelligence

- SQL - Data warehousing

- Project management - Requirements gathering

- Data integration - Performance optimization

- Data governance - Data Mining

**EDUCATION**

Bachelor of Science in Accounting **–** Dec2013

Queens College, Flushing, N.Y