

ANISH RAO

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PROFESSIONAL SUMMARY

Data and Business Analyst with a First Class Honours M.Sc. in Data Analytics and 3 years of industry experience operating at the intersection of business and technology. Scaled sprint delivery 3x by bridging Product Owners, engineering, and 20+ external vendors across 7 regulated jurisdictions. Skilled in requirements elicitation, stakeholder management, BI delivery (Tableau, Power BI, SQL), and Agile delivery workflows supported by AI-assisted tooling. Dublin-based and available immediately. Seeking Business Analyst, Data Analyst, or Technology Consultant roles where analytical rigour and cross-functional collaboration drive measurable outcomes.

EDUCATION

M.Sc. Data Analytics, First Class Honours - Dublin Business School, Ireland | Jan 2025 - Jan 2026

B.Tech Computer Science - Amity University, India | 2017 - 2021

KEY SKILLS

Business Analysis: Requirements Elicitation, BRD/FRD Writing, Functional Specifications, User Stories, Acceptance Criteria, As-Is/To-Be Process Mapping, Wireframing, Gap Analysis, Root Cause Analysis, UAT, Stakeholder Management, Business Process Improvement, Change Management, SDLC, Agile/Scrum, MoSCoW Prioritisation, Sprint Planning.

Data & BI: Tableau, Power BI, DAX, Power Query, SSRS, SSIS, SQL Server, ETL Pipeline Design, Data Warehousing, Star Schema, Snowflake Schema, Data Modelling, KPI Dashboards, Predictive Modelling, Explainable AI (SHAP), Apache Spark, Neo4j

Delivery & Tools: JIRA, Confluence, Azure DevOps, Kanban, Release Management, CI/CD, Git, AWS S3, Docker, Microsoft 365, DataDog, Figma, Lucidchart, Microsoft Visio

Technical: SQL (Advanced), Python, R, C#, .NET, MS Excel (Pivot Tables, VLOOKUP, Power Query, Data Validation), RapidMiner

PROFESSIONAL EXPERIENCE

Software Engineer — Business & Vendor Liaison

TestingXperts (Client: DraftKings) | Chandigarh, India | Oct 2021 - Jul 2024

- Scaled sprint throughput from ~150 to 500+ game integrations per 2-week sprint by authoring user stories, defining acceptance criteria, assigning story points, and managing JIRA/Confluence backlogs across 2 products (DraftKings and Golden Nugget).
- Sole point of contact for 20+ external game vendors simultaneously; managed integration timelines, resolved blockers, and coordinated change management across 7 regulated jurisdictions with zero escalation to the client's internal team.
- Gathered and documented business requirements from commercial stakeholders; authored BRDs, FRDs, and process documentation, then mapped As-Is workflows and designed To-Be processes that removed handoff bottlenecks between development and QA.
- Designed and presented a wireframed proposal for an ODR caching feature (top-10 most-played games cached locally) to reduce repeated download errors; built a working proof of concept that was adopted into the product roadmap.
- Managed Kanban and Scrum boards across both products, sorting and prioritising incoming tickets, maintaining sprint backlogs, and working with Product Owners to keep delivery on track.
- Designed Python ETL scripts that automated a fully manual ODR data-ingestion process, removing an entire manual handoff step and cutting preprocessing time significantly.
- Drove a 30% improvement in pre-production bug detection by catching defects missed by QA, directly reducing production incidents across the platform.
- Wrote complex SQL queries across 100+ relational tables for the payments, bonuses, and offers backend; led UAT cycles validating financial data accuracy across Web, iOS, and Android.
- Managed CI/CD pipeline and release process via Azure Pipelines and Git; configured automated builds and TestFlight deployments, reducing rollback risk and speeding up release cycles.

KEY PROJECTS

Business Intelligence & ETL Solution for NYC Taxi Operations

- Architected a Star Schema data warehouse and automated SSIS ETL pipeline processing 2.8M+ trip records with data validation, null handling, and batch processing, achieving 95% successful load rate.
- Delivered 9 executive-level Tableau dashboards and parameterised SSRS reports mapped to KPI requirements for C-suite, operational, and strategic stakeholder groups.
- Benchmarked Neo4j graph database vs. SQL Server across 7 query types; produced a structured technology-selection recommendation report.

Cross-Industry Churn Prediction & Explainable AI | M.Sc. Dissertation

- Built end-to-end ML pipelines in Python to identify at-risk customers in B2B Telecom and B2C Insurance sectors; applied Explainable AI (SHAP) to surface causal churn drivers and translated model outputs into ROI-focused business recommendations.
- Used AI-assisted tools (GitHub Copilot, Cursor, Claude) for debugging, test-case generation, and code review throughout the research pipeline, accelerating model iteration and demonstrating practical integration of AI into an analytics workflow.

FIFA Player Recruitment Dashboard | Tableau vs Power BI Comparative Study

- Built identical 5-visualisation recruitment dashboards simultaneously in both Tableau and Power BI, including scatter plots, treemaps, donut charts, radar charts, and bar charts, with full cross-visual filtering and dynamic parameter controls to support scouting and contract decisions.
- Produced a structured critical evaluation report comparing both BI platforms across customisation depth, data modelling, interactivity, and UX, delivering an evidence-based platform recommendation for organisational BI tooling selection.

CERTIFICATIONS

Microsoft Power BI Data Analyst Associate • Databricks Data Engineer Associate • IBM Business Analyst Professional • Google Data Analytics Professional • Tableau Advanced • Statistics for Data Science & Business Analytics (Udemy) • Python Certification (NPTEL) • McKinsey Forward (Leadership & Problem Solving)

ADDITIONAL EXPERIENCE

Customer Advisor (Part-Time, alongside M.Sc.)

B&Q | Dublin, Ireland | May 2025 - Present

- Managed 60+ daily customer interactions in a fast-paced retail environment, quickly diagnosing requirements and delivering accurate product and technical specifications with a near-zero error rate on custom orders.
- Rapidly onboarded across multiple specialist departments; became a go-to resource for complex technical queries within the first month, demonstrating the ability to pick up new domains quickly under pressure.
- Collaborated within a cross-functional team to maintain 95%+ stock compliance, applying structured problem-solving to resolve escalated customer issues at first contact.

LANGUAGES

English (Native) • Hindi (Native) • Punjabi (Fluent) • Kannada (Fluent) • Spanish (Basic)