



Hiya Sharma

Phone: (+91) 7507134004

Email: hiyasharmaofficial@gmail.com

LinkedIn: www.linkedin.com/in/hiya-sharma/

Professional Summary

Microsoft certified Data & Reporting analyst with 3 years of experience in data visualization, automation and advanced analytics. I'm proficient in Power BI, Power Automate and SQL. I thrive on tackling challenges with enthusiasm and creativity. I love playing with data and bring the best of solutions to business problems. Before joining the tech industry, I was a part of banking industry where I served for 4 years before finding my passion back for tech and enjoying myself since then. I have extensive experience spanning the banking, finance and e-commerce domains.

Skills

Data visualization and Automation: Microsoft Power BI, Power Automate

Database & Scripting: Microsoft SQL Server, SQL, Fabric, DAX

Data analysis & Reporting skills: Business Intelligence, Data profiling, Data modeling, Advanced analytics, Data security (RLS), Performance optimization

Other skills: Documentation skills, Communication and presentation skills, Collaboration, Agile Scrum

Certificates: [PL-300: Microsoft Power BI Data Analyst Associate](#)

[PL-500: Power Automate RPA Developer Associate](#)

[PL-900: Microsoft Power Platform Fundamentals](#)

Portfolio: [Power-BI-Portfolio/README.md at main · Drogo24/Power-BI-Portfolio](#)

Professional Experience

Data & Reporting Analyst – BDO Global, Noida | Nov 2022 – Present

Responsible for designing and development of comprehensive Power BI reports, delivering firm data analysis of Ethics & Independence branch to Global office. Skilled in managing global client relationships, providing tailored solutions and fostering collaboration to drive business objectives.

Responsible for developing end-to-end Power Automate solutions streamlining business processes and improving operational efficiency using industry best practices and standards for RPA development.

Projects

Annual breaches report:

- Developed Power BI report to evaluate breaches of the IESBA code and corresponding sanctions applied reported by firms to Global office leading to a **30% reduction in time taken** to identify and address the breaches.
- Optimized the compliance tracking process using Python script for **Alchemer data** transformation and integrated **Power automate flow** to manually refresh the report.
- Enabled accurate reporting to the Global Office for improved decision-making and regulatory oversight.

Monthly webinars report:

- Designed and developed Power BI report analyzing monthly webinar data to track monthly progress and attendance.
- Built robust **dataflow** to automate the ingestion and transformation of webinar data from Alchemer, Teams and Learning Management Systems (LMS). Implemented **RLS** ensuring each firm could only access its own data.
- Enhanced decision-making for the stakeholders leading to a **25% improvement** in webinar planning and execution.

GST notices data extraction flow:

- Designed and implemented an end-to-end Power Automate desktop flow to automate the extraction of GST notices from the GST portal and store the data in a structured SQL database.
- The solution streamlined manual processes by automating data scraping, transformation, and storage, leading to a **45% reduction in processing time** and significantly improving data accuracy by minimizing manual errors.

Power BI Developer – NuvoRetail, New Delhi | Sept 2021 - 2022

Responsible for creating interactive reports and dashboards using Power BI, leveraging advanced DAX and advanced analytics to derive actionable insights. Personally handled client interactions with mCaffeine, ensuring tailored solutions and seamless communication to meet business objectives.

Projects

Rating and reviews report:

- Developed a comprehensive Power BI report to analyze mCaffeine product ratings and customer feedback from e-commerce platforms, transformed data from a **SQL database**.
- Extracted and analyzed key insights, including sentiment analysis of reviews using **word clouds** and seasonal trends using time based patterns.
- Delivered insights and identified patterns that resulted in a **15% increase in customer satisfaction rating**.

Best sellers ranking report:

- Developed a Power BI report to evaluate mCaffeine product performance on Amazon's best seller page and leveraged **advanced DAX** to calculate metrics and ranking trends over time.
- Delivered comparative insights into brand performance versus competitors resulting in a **20% improvement in brand visibility** and driving data driven decision making to strengthen market positioning.

Business Associate - Bank of Baroda, Nashik

| July 2018 – Mar 2021

Responsible for managing customer operations by resolving queries, overseeing account-related tasks, including KYC compliance and daily transactions ensuring high customer satisfaction.

Relationship Manager - ICICI Bank, Bengaluru

| Nov 2014 – Nov 2015

Responsible for handling banking relationships of privilege customers by providing them the best solutions for their banking needs and handling demat account queries for walk-in customers ensuring accurate transactions of securities and timely resolution of queries.

Education

Post Graduate Diploma in Banking, Manipal University – 8 CGPA

| Nov 2013 – Nov 2014

Bachelors in Computer Science, University of Pune – 66%

| April 2010 – Mar 2013

HSC, KV CBSE Board – 86%

| April 2009 – Mar 2010

SSC, KV CBSE Board – 93.2%

| April 2007 – Mar 2008

Academic and professional achievements

SPOT Award – Certificate of achievement 2024

Certificate of excellence for participation in Generative-AI-IDEATHON 2024

Secured first position in Intra college C++ programming competition

Secured second position in inter college Chess competition

Interests

Spirituality, Travelling, Singing-Dancing, Watching series