

# SABIN MAINALI

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LinkedIn | GitHub | Portfolio

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## PROFESSIONAL SUMMARY

Results-driven Data Analyst and Operations professional with 5+ years of combined experience in database development, business intelligence reporting, data quality management, and operational analytics. Proven track record of designing SQL databases, building Power BI and Tableau dashboards, and translating complex datasets into actionable business insights for senior stakeholders. Hands-on experience monitoring real-time operational metrics, maintaining data integrity frameworks, and driving measurable improvements in KPIs and process efficiency. Holds a Data Analytics certification from Correlation One and brings a strong foundation in data governance, ETL workflows, and cross-functional collaboration well-aligned with enterprise data lake environments.

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## CORE COMPETENCIES

- SQL & Database Design
- Python (Pandas, Matplotlib)
- Stakeholder Communication
- Power BI & Tableau Dashboards
- Real-Time Data & KPI Monitoring
- Teamwork & Cross-functional Collaboration
- Data Quality & Governance
- Business Intelligence Reporting
- Real-Time Problem Solving
- ETL Process Development
- API Development & Integration
- Attention to Detail & Adaptability

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## PROFESSIONAL EXPERIENCE

### Ambassador / Acting Process Assistant | Amazon Nov 2022 – Present

*Richmond Hill, ON, Canada*

- Monitored daily labor hours and workflow metrics in real time, translating operational data into actionable strategies that consistently achieved 100% on-time processing SLAs.
- Designed and maintained task allocation frameworks using Advanced Excel, ensuring 100% data integrity and accuracy across all operational reports and shift-level dashboards.
- Analyzed defect trends and managed end-to-end error-tracking processes, applying root cause analysis to identify patterns in operational data and reduce overall processing errors by 10%.
- Leveraged workforce and workflow data to evaluate associate performance and streamline operational processes, driving a 40% improvement in KPI achievement and a 38% uplift in quality standards.
- Applied critical thinking and real-time data interpretation to identify and resolve bottlenecks in fast-paced logistics flows, consistently exceeding target throughput benchmarks.

### Database Developer / Data Analyst | TopNepal Pvt. Ltd. Nov 2022 – Aug 2025

*Remote (Nepal-based)*

- Designed, developed, and optimized SQL and PostgreSQL databases to support enterprise-level business intelligence reporting, reducing data retrieval time by 30% through targeted indexing strategies.
- Built and maintained interactive dashboards in Power BI and Tableau, delivering data-driven insights into customer behavior and revenue trends to senior management and business stakeholders.
- Developed and maintained data quality controls and monitoring workflows to ensure data accuracy, consistency, and reliability across reporting systems directly supporting data governance objectives.
- Wrote Python scripts (Pandas, Matplotlib, Seaborn) to clean, transform, and analyze large datasets, delivering actionable insights that contributed to revenue growth strategies.
- Designed and implemented RESTful APIs to automate data extraction and transformation workflows, improving operational efficiency by 20% and enabling more reliable data pipelines.

- Collaborated with cross-functional business units to define data requirements, analyze trends, and translate business needs into technical data solutions bridging business and technology effectively.
- Managed end-to-end delivery of data and analytics initiatives including scoping, stakeholder updates, and implementation, supporting improved business performance and forecasting accuracy.

### **Software Developer** | Worldlink Communications Ltd. *Mar 2020 – Sep 2022*

*Jawalakhel, Nepal*

- Designed and managed SQL databases and developed advanced API dashboards using complex queries, CTEs, aggregate functions, joins, and views to support real-time operational reporting.
- Built test-driven RESTful APIs using Node.js and PHP, deployed on NGINX infrastructure, supporting robust and scalable data access for internal and client-facing dashboards.
- Implemented data visualizations using Charts.js to surface seasonality patterns, sales aggregations, and predictive trends enabling business stakeholders to make data-informed decisions.
- Collaborated with business units to analyze data trends and identify growth opportunities, contributing to revenue performance and process improvement strategies.
- Led a junior developer in full-stack development projects, providing technical mentorship and ensuring adherence to quality and delivery standards.
- Communicated proactively with stakeholders to gather requirements, provide project updates, and align delivery with key performance indicators (KPIs) and evolving business priorities.

### **Tech Support & Customer Service Representative** | Worldlink Communications Ltd. *Feb 2017 – Mar 2020*

*Jawalakhel, Nepal*

- Analyzed customer data using Excel and spreadsheets to support sales strategy development and reduce customer churn by 5%, contributing to improved retention outcomes.
- Trained team members on CRM systems and data analysis best practices, improving accuracy and consistency in customer data management across the department.
- Managed 70+ customer interactions daily retrieving customer data, documenting issues, and contributing to process improvements through cross-functional teamwork.
- Achieved a consistent 87% customer satisfaction rating, outperforming the company average by 12%, demonstrating strong service orientation and effective problem resolution.
- Built and maintained performance tracking reports and tools to monitor service quality metrics and support management decision-making.

## **EDUCATION**

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### **Bachelor of Engineering in Information Technology** | Pokhara University *Graduated 2017*

*Kathmandu, Nepal*

### **Data Analytics Certification** | Correlation One *Jan 2024 – Jul 2024*

*New York, US | Honors Award Recipient*

## **TECHNICAL SKILLS**

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**Languages:** SQL, PostgreSQL, MySQL, Python, JavaScript, PHP, C, C++

**Data & BI Tools:** Power BI, Tableau, Looker Studio, Advanced Excel (Power Query, Pivot Tables), Google Sheets

**Frameworks / Libraries:** Pandas, Matplotlib, Seaborn, Django, Laravel, React, jQuery, Node.js

**Databases:** PostgreSQL, MySQL, SQL Server

**DevOps & Tools:** Git, GitHub, GitLab, Docker, Postman, VS Code, NGINX

**Concepts:** Data Governance, ETL, BI Reporting, Data Quality Monitoring, API Development, KPI Tracking, Financial Reporting, Agile/Scrum

**Exploring:** Microsoft Power Platform (Power BI, Power Automate), Cloud Data Tools

## RELEVANT PROJECTS

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### **Music Store Analysis** | Advanced SQL · Data Analysis

- Applied advanced SQL techniques including CTEs, window functions, and aggregate queries to analyze a relational music store database and deliver actionable insights aligned with stakeholder requirements. Directly demonstrates enterprise-level SQL proficiency relevant to data lake querying and reporting.

### **E-Commerce Peak Sales Analysis** | Python · Pandas · Matplotlib · Seaborn

- Analyzed retail sales data to identify peak and off-peak performance patterns across seasons. Applied Python data wrangling and visualization techniques to deliver business-ready insights on revenue optimization mirroring the analytical workflows required in enterprise data environments.

### **Student Visa Trend in Canada** | Advanced Excel · Tableau · Data Analysis

- Visualized immigration and student visa data segmented by country, gender, and academic qualification. Demonstrates ability to work with large public datasets and communicate complex findings through clear, audience-appropriate visual storytelling.

## CERTIFICATIONS & AWARDS

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- Data Analytics Certification — Correlation One (Honors Award Recipient)
- AWS Educate — Amazon Web Services
- HackerRank SQL & Problem Solving Certifications