

Sahjul Hoque

Team Leader - Business Analyst & Automation Specialist

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SUMMARY

I am a seasoned Team Lead and Business Analyst with over 7 years of experience in data transformation, process automation, and dashboard development, within the US mortgage analytics sector. My expertise lies in leveraging Excel, Power BI, SQL, and VBA to convert complex datasets into actionable insights, enhancing workflows and promoting operational excellence. I am passionate about leading teams to deliver high-quality results

EXPERIENCE

Team Lead Business Analyst

Moder Solution India PVT. LTD 04/2025 - 28/08/2026
Bengaluru, Karnataka, India

Company specializing in providing data solutions and analytics services

- Led a 9-member analytics team, allocated workloads, coached analysts, and monitored productivity, reporting quality, and SLA delivery.
- Managed Snowflake and Azure Data Lake datasets, using SQL to validate and reconcile data for analytics and reporting.
- Collected business requirements and coordinated with stakeholders to deliver reporting, dashboard, and automation solutions.
- Automated Excel reporting using VBA, Power Query, office scripts, and Power Automate to streamline consolidation and updates.
- Built Power BI dashboards with data models, Dax measures, and KPI views to support performance analysis and decisions.
- Prepared and presented Monthly Business Review MBR and Quarterly Business Review QBR decks, explaining KPI trends, business implications, and recommendations to leadership.
- Applied root cause analysis, TAT tracking, and quality controls to improve workflow efficiency and resource utilization.

Senior Data Analyst

Moder Solution India PVT. LTD 10/2022 - 03/2025
Bengaluru, Karnataka, India

Company specializing in providing data solutions and analytics services

- Profiled operational data, identified anomalies and missing values, and validated reporting inputs to strengthen data quality.
- Used Azure Databricks, SQL, and Power Query to clean, transform, and consolidate production and quality datasets.
- Developed Excel and Power BI dashboards using pivot tables, filters, and drill-through analysis to track production, quality, productivity, SLA, and turnaround time.
- Used Python and pandas for data preparation and analysis to support forecasting and management reporting.
- Supported Azure Data Factory ETL pipelines and automated data validation, consolidation, and recurring MIS reporting.
- Worked with stakeholders to define reporting requirements, interpret trends, and deliver process improvement insights.

Senior Data Analyst

First Source Solution PVT. LTD 04/2020 - 05/2022
Bengaluru, Karnataka, India

Company specializing in offering solutions for the US mortgage sector

- Analyzed US mortgage data and customer profiles to identify trends and support operational decision-making.
- Identified anomalies and recurring exceptions through data analysis to support fraud detection and mortgage risk review.
- Applied predictive analysis to support borrower risk assessment and underwriting decisions.
- Used root cause analysis and process improvement to reduce turnaround time and strengthen service delivery.
- Prepared production and performance reports, tracking workloads, productivity, quality, and key operational trends.
- Verified appraisal documents, credit reports, and flood certifications, coordinated follow-ups and maintained accurate records.
- Validated bulk closing packages and reconciled mortgage records to identify discrepancies and maintain data accuracy.

CORE SKILLS

Data Analysis MIS Business Analytics

WFM Performance Management

KPI Tracking Dashboard Development

Data Visualization Process Improvement

Optimization Stakeholder Management

Business Process Automation

Root Cause Analysis

Strategic Decision Support

Business Intelligence

SKILLS

Microsoft Excel (Advanced)

Azure Data Factory Azure Databricks

SQL (MySQL, SQL Server)

(VBA) Visual Basic for Applications

Data Modeling Snowflake Power BI

Tableau ETL Processes

Policy Administration Azure Data Lake

Python Cognos Studio

Google Analytics

KEY ACHIEVEMENTS

8-Time Best Performer Award Winner for outstanding performance and consistent contribution to business objectives.

3-Time Innovator Award Recipient for implementing innovative solutions, process automation, and continuous improvement initiatives.

EXPERIENCE

Associate - WFM

First Source Solution PVT. LTD 06/2018 - 03/2020

Bengaluru, Karnataka, India

Company specializing in customer service and support

- Managed workforce planning, scheduling, and staffing forecasts to support resource allocation and SLA compliance.
- Analyzed call volumes, productivity, and workload patterns to forecast demand and identify staffing gaps.
- Used advanced Excel, pivot tables, and Power Query to consolidate workforce data and prepare WFM reports and dashboards.

EDUCATION

Master of Arts

Indira Gandhi National Open University

01/2018 - 01/2020 Delhi, India

Bachelor of Arts

Govt. Degree College, Dharmanagar

06/2014 - 07/2017 Tripura University

CERTIFICATIONS

IBM Data Analyst Professional Certificate

Introduction to Data Analytics

IBM Data Analyst Capstone Project

Databases and SQL for Data Science with Python

Python Project for Data Science

Data Visualization and Dashboards with Excel and Cognos

Generative AI: Enhance your Data Analytics Career

Excel Basics for Data Analysis

Data Analyst Career Guide and Interview Preparation

Data Analysis with Python

Data Visualization with Python

Python for Data Science, AI & Development

Preparing Data for Analysis with Microsoft Excel

Data Connection and Functionalities in Power BI

Power BI Capstone Project

Power BI Integration with AWS and Snowflake

PROJECTS

Process Automation

Project focused on automating business processes to enhance productivity and accuracy

- Spearheaded the automation of multiple business processes utilizing advanced Excel VBA and Power Query solutions and improve business by ~20%
- Enhanced the production checklist, resulting in a 35% increase in overall productivity
- Streamlined reporting workflows, significantly reducing turnaround time and improving data accuracy
- Developed automated systems for data consolidation and validation, ensuring consistency and reliability across reporting functions

Dashboard Development

Project focused on creating dashboards for better data visualization and insights

- Designed and developed multiple client-focused Excel dashboards, delivering clean, professional, and insightful visualizations.
- Emphasized deep data analysis to extract actionable insights, increased revenue by 20% within one month.
- Implemented advanced VBA solutions for AI-driven data validation, ensuring high levels of accuracy and process optimization.

Quality Tracker and Control Reporting

Project aimed at improving quality tracking and control through automation

- Developed multiple automated validation and quality auditing trackers to enhance process oversight
- Reduced manual efforts by 90% through the implementation of automation features, including data validation, automated data updates, and auto data pulls
- Integrated automatic email notifications for user errors and automatic data saving for Team Lead validations, ensuring prompt issue resolution and accountability
- Streamlined quality control processes, resulting in higher standards of accuracy and operational efficiency gain in quality ~18%