Ashish Bangla

Data and Analytics Engineer

Columbus, OH · ashishreddybangla@gmail.com · linkedin.com/in/ashish-bangla-a15258b2 · Portfolio: ashishbangla.com

SUMMARY

Data and analytics engineer with 10+ years building data end to end in financial services and healthcare: Databricks and Snowflake pipelines, governed metric definitions and the Tableau dashboards leaders act on. Known for finding the number nobody trusts, rebuilding it once at the right grain, and making it fast.

CORE SKILLS

Engineering	Databricks, Delta Lake, Unity Catalog, Spark SQL, PySpark, Snowflake, Teradata, SQL, Python, Airflow, SSIS, data modeling, incremental loads
BI and visualization	Tableau, Tableau Server (site admin), Tableau Prep, QlikView, Figma, semantic layers, dashboard design
Domains	Fraud and disputes, recovery, workforce and contact center analytics, people analytics, drug pricing

EXPERIENCE

Discover Financial Services (acquired by Capital One)

Nov 2019 to Oct 2026

Columbus, OH

Principal Associate, Data and Analytics — Jan 2026 to Oct 2026
Lead Data Science Analyst — May 2021 to Dec 2025
Business Intelligence Consultant — Nov 2019 to May 2021

Fraud, recovery and dispute metrics

- Rebuilt the fraud recovery metric (card fraud and bank fraud on personal loans) at transaction level by posting month, removing about $1.5M on average per month in misapplied transactions and giving operations, risk and finance one source of truth.
- Built the Money Drop Report tracking recovery on charged off accounts across billions of dollars, with forecast versus actuals.
- Wrote functional requirements for deposit application referral reporting (fraud and identity checks, pre and post booking) used to size the handle time impact of policy changes.

Workforce and people analytics

- Measured 10,000+ in house contact center agents from Cisco dialer data at one second grain: occupancy, utilization, schedule adherence, sign in duration, customer facing time and paid minutes.
- Redesigned agent productivity from active time against an 80% target to non active time, excluding system capture gaps, so agents owned their results instead of disputing the score.
- Designed the Employee Performance Index: metric weights, peer level averages and stack ranking that weighed handle time against cases worked per hour, quality and audit defects.
- Tracked new hire speed to proficiency by class against the tenured agent median to inform staffing plans; partnered with Customer Experience on NPS and feedback insights.

Data engineering and architecture

- Designed the Teradata to Snowflake three tier architecture (raw, domain cleaned, certified) and a tool agnostic semantic layer any visualization tool can read.
- Worked hands on in Databricks: Delta tables in bronze, silver and gold layers, governed in Unity Catalog with data classification, retention rules and quality checks on certified tables.

- Switched heavy jobs from full reloads to incremental loads, cutting runtime from 30 minutes to under 2; tokenized account numbers so PII never reached a dashboard.
- Built and scheduled pipelines with Airflow and WinSCP, shaped data in Tableau Prep, and wireframed dashboards in Figma before building them.

BI platform and leadership

- Administered Tableau Server as site administrator: user groups, permissions and the Okta SSO rollout.
- Audited usage across 28 dashboards (50+ views), retired the long tail and consolidated the rest into 7 domain dashboards plus an executive overview; cut load time from 30 seconds to under 10 and saved users about 30% of their time.
- Migrated on premises dashboards to the cloud and converted Excel reports into self service dashboards.
- Led and hired a team of 4 analysts, ran sprints and backlog in JIRA, supported weekly and monthly business reviews, and led weekly Tableau sessions for 1,000+ users.

Business Intelligence Developer
Jan 2019 to Oct 2019

Cardinal Health (via Fuse)

- Built a drug pricing intelligence dashboard comparing ASP and reimbursement across Medicare, Medicaid and commercial payers.
- Built Advanced Practice Analytics dashboards designed around PHI and HIPAA requirements using Tableau, QlikView, Teradata, Hive and Splunk.

Business Intelligence Developer
Nov 2017 to Nov 2018

Discover Financial Services (via Kforce), Columbus, OH

- Built BI reporting and the SQL behind it for card services.

Data Analyst and Developer
Mar 2017 to Aug 2017

Bank of America, Dallas, TX

- Supported Enterprise Independent Testing of risk controls, aligning data filters with test designers.
- Tuned slow T SQL using SQL Server Profiler, indexing and partitioning.

Analyst
May 2016 to Mar 2017

Niftek / Trinity Technosoft, Dallas, TX

- Gathered requirements for reference data systems through stakeholder interviews; profiled data in SQL to catch anomalies and automated SSRS reports.

PORTFOLIO

ashishbangla.com: a career presented as an account statement, with working rebuilds (fictional data) of the recovery waterfall, agent productivity scoring, the Employee Performance Index, one second dialer analysis, the three tier lakehouse migration and the dashboard consolidation blueprint.

EDUCATION

Master's, Management Information Systems
Northern Illinois University · GPA 3.8

Bachelor's, Information Technology
JNTUH College of Engineering, Hyderabad · GPA 3.7

CERTIFICATIONS

Databricks Fundamentals Accreditation
Databricks · Nov 2026

Get Started with Databricks for Generative AI
Databricks · Nov 2026

Tableau Desktop Specialist
Tableau

McKinsey Leadership Certification
McKinsey & Company