

Vineetha Gali
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SUMMARY OF QUALIFICATIONS

Creative, innovative, enthusiastic, and open-minded individual in a data analysis discipline dedicated to analyzing various kinds of data with a five-year experience as a senior business analyst. Currently, a post-graduate student at New England College taking a Master's program in Computer Information Systems. Capable of establishing a good working relationship with colleagues and performing the tasks assigned diligently to ensure the company meets its goals.

PROFESSIONAL SKILLS

- Programming, Scripting, and markup languages such as JavaScript, CSS, HTML, SQL
- R Programming Language, Python
- MS Office
- Analytical skills
- Business management skills
- Communication and interpersonal skills

EDUCATION

Course	Institution	YEAR
Computer Information System	New England College	2022-
BCOM	GVR& Degree College for Women	2013-2016
Intermediate	Vasavi Junior College	2011-2013
SSC	Z PH High School	2011

WORK EXPERIENCE

Foray Software

Senior Business Analyst Hyderabad

May 2016-Present

Problem Statement: To improve CSAT score through rescheduling ticket forecasting.

- Extracted data from SQL tables and performed necessary transformations to fetch cleansed datasets. Built a classification model to predict whether the rescheduled volume of tickets is high, medium, or low in a particular district and scaled across 400 communities of Australia.
- They have built Power BI dashboards to display insights to stakeholders and clients. Reduced headcount by 10 percent.

- Text-Analytics-Projects:
Performed Sentiment Analysis and Topic classification on customer feedback and displayed insights on power bi dashboard. Used Dax functions to transform data in Power BI. Displayed results on Power BI dashboard.
- Improved average CSAT score by 12 percent through retraining lagging agents.

Projects:

- Built Dashboards to display gender diversity and Talent Acquisition Metrics
- Performed Sentiment Analysis on employee survey data on learning of courses
- We implemented topic modeling on employee survey data to fetch various key survey drivers.
- Built attrition Prediction Model using Logistic Regression. Displayed correlated Variables on the Dashboard
- They have built Power-BI dashboards to display insights in conversations using bigrams, high-frequency words, and strong adjectives. Used pandas and DAX functions to transform data.

<p align="center">EXTRACURRICULAR ACTIVITIES</p>

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| <ul style="list-style-type: none"> • Participated in college and School level debate and essay competition science fairs and received applauds • Event organizer for college Annual Day celebration and other technical events |
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