

Dakshanya Alokam

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Professional Summary

Results-driven Data Analyst skilled in data visualization, analytics, and automation, leveraging SQL, Python, R, Tableau, and Power BI to extract actionable insights. Experienced in financial data analysis, statistical modeling, and workflow automation to enhance decision-making. Seeking a role to apply data-driven strategies and business intelligence for impactful outcomes.

Education

Master of Science (MS) in Business Analytics and Information Systems [GPA-3.6]

University of South Florida (August 2023- May 2025)

Relevant Coursework: Advanced Database Management, Analytical Methods for Business, Cloud Solution Architecture, Distributed Information Systems, Data Mining, Data Warehousing, Data Visualization, Enterprise Information Systems,

Bachelor of Engineering – Information Technology [GPA-3.3]

Vignan's Institute of Technology and Science for Women (August 2017- June 2021)

Technical Skills:

- Programming & scripting: Core Java, Python, SQL, JavaScript, R, PL/SQL
- Databases & cloud: MySQL, PostgreSQL, AWS
- Visualization Tools: Tableau, Power BI, Qlik Sense
- Ticketing tools: ITSM, ServiceNow
- Tools & Environments: Anaconda, Jupiter Notebook, MS Excel (Pivot Tables, VLOOKUP, Macros), PowerPoint (Reports & Presentations), Jenkins, PL/SQL, HTML, CSS

Work Experience

Application Support Engineer, Tata Consultancy Services (December 2021- July 2023)

- Managed and resolved technical support tickets using **ServiceNow and ITSM**, ensuring timely resolution of customer-reported issues across **10+ global regions**.
- Created and tracked **incident and service request tickets** in ServiceNow, ensuring efficient issue resolution and adherence to **SLA guidelines**.
- Diagnosed and troubleshooted **billing system application errors** using **SQL, PL/SQL, and Java**, optimizing workflows and reducing **system errors by 30%**.
- Conducted **Root Cause Analysis (RCA)** using **ServiceNow RCA tools and AI-driven insights** to analyze and resolve recurring technical issues, improving efficiency by **35%**.
- Collaborated with customers and **cross-functional teams** (development, operations, and finance) to troubleshoot and resolve complex technical issues.
- Automated **ServiceNow workflows**, reducing manual intervention for ticket assignments by **40%**.
- Improved reporting accuracy by **35%**, optimized SQL queries (**30% performance boost, 25% lower latency**), and deployed **Jenkins automation** (99% seamless integration and testing).
- Implemented **AI-driven insights in ServiceNow** for ticket prioritization, reducing resolution time by **20%**.
- Trained and mentored **10+ new associates**, reducing onboarding time by **25%** and fostering a **collaborative learning environment** for smooth project execution.

Academic Projects

IPL Facebook Engagement Analysis (Machine Learning & Data Science)

- Analyzed **millions of social media interactions** using **Python (Random Forest, Gradient Boosting)**.
- Developed an **ML-based recommendation system**, increasing **fan engagement by 25%**

Analyzing Medical Expenditure Across U.S. States (Data Analytics & BI)

- Conducted **ETL (Extract, Transform, Load)** and trend analysis on **5+ years of U.S. healthcare spending**.
- Built **interactive Power BI dashboards**, improving **stakeholder decision-making in cost optimization**

Spam Email Classification (NLP & AI)

- Built **spam classification models** using **NLP (TF-IDF, Naïve Bayes, SVM)**, achieving **97% accuracy**.
- Reduced **false positives by 30%**, enhancing **email security & filtering efficiency**.

Student Performance Factor Analysis in the Education Data Mart (Data Warehousing & BI)

- Designed a data warehouse integrating student performance data, leveraging ETL processes for structured analytics.
- Conducted multidimensional analysis and built SQL-based interactive dashboards to support educational decisions.