

# ARJUN ASHWIN KHOLIA

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## EDUCATION

**University of California, Irvine, CA**

**06/2016**

**The Paul Merage School of Business | Henry Samueli School of Engineering**

Master of Science in Engineering Management, GPA 3.8

Related Coursework-Statistics, Analytical decision modelling, Operations Management, Project Management

**Indian Institute of Technology, Roorkee, India**

**06/2015**

Bachelor of Technology, Mechanical Engineering, GPA 3.2

## EXPERIENCE

**Panasonic Avionics Corporation, Lake Forest, CA**

**08/2017 – Present**

**Data Analyst, Global Communication Services (GCS)**

Working with Account management team in (GCS) to determine planning information & improve customer experience by analyzing Passenger Internet Consumption data and Flight Connectivity Performance data.

- Providing summarization of datasets, identifying trends by applying system knowledge and advanced analytics using Python & Excel to turn raw data into usable information.
- Leverage Log & Machine data generated via Operational Intelligence Web analytics tool such as Splunk as well as other Internal Business Intelligence tools to apply analytics and report automation.
- Facilitating the generation of reports & presentations via Business Intelligence tools for account managers as needed to support onsite customer meetings.

**Production Support Analyst, IT Oracle-Agile PLM**

**08/2016 – 07/2017**

Gather & perform analyses of the end-user requirements and processes to determine proper Oracle-Agile PLM functionality to meet their needs, create technical instructions for configuring the system, and provide end-user training and support.

- Used Advanced Excel to identify KPIs & resolve anomalies in data migration from PLM to ERP to minimize downtime in Manufacturing.
- Extracted Oracle EBS & Oracle Agile Databases from MS SQL Server using SQL Queries for data comparison.
- Maintain and create standardized training materials for Engineering Change Order(ECO)/Manufacturing Change Order(MCO) workflow processes & BOM/Part/Document creation/deletion to improve system understanding.
- Handled Tech support tickets providing technical guidance to end-users regarding PLM functionality, increasing efficiency.
- Developed test plan, data-driven test cases using Microsoft Team Foundation Server (TFS) as applicable for project test cycles, allowing successful implementation of Test phase.
- Executed test cases across all the platforms; performed root cause analysis of all test results enhancing system output.
- Logged issues in bug tracking system & followed through for resolution, reducing the overall reported bugs by 30 %.

## PROJECTS

**Dev Masters, Irvine, CA**

**06/2017- Present**

Working on Data Science Projects using Python Programming and Advanced Machine learning techniques

- Projects include – House Price Prediction, Service Network disruption prediction, Loan Default Prediction

**Legacy Digital, Irvine, CA**

**03/2016 - 06/2016**

Analyzed and identified Customer Relationship Management (CRM) tool aligning with the company's sales strategy and recommended the implementation plan for the same system

- Developed a streamlined process for gathering business requirements in B2B service environment that increased accuracy and gave higher productivity

**WD, a Western Digital company, Irvine, CA**

**01/2016 - 03/2016**

Provided an opportunity landscape in terms of future growth areas to explore in the IT ecosystem

- Built a Holistic mapping of IT ecosystem by qualitative and quantitative research of IT industry which helped in identifying patterns, trends, issues, key players and market opportunity to recommend for future growth

## ADDITIONAL INFORMATION

**Software tools:** Python, Advanced Excel, SQL, Tableau, Minitab, Alteryx, MS Project, Oracle-Agile PLM, Oracle EBS, R

**Certification:** Dev Masters - Mastering Applied Data Science, Managing Big Data using MySQL (RDBMS), Six-Sigma Green Belt

**Analytical skills:** Graphical analysis (Box-plot, Scatter plot), ANOVA, Hypothesis Testing, Time Series, Forecasting

**Machine Learning:** Advanced Regression, Classification, Clustering, Feature Selection/Engineering