Bharat Maheshwari

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Professional Summary

Experienced Engineering and Analytics professional with a Master's degree and 5 years of experience leveraging data analytics, experimentation, and automation to drive operational excellence and product decisions. Proven success in transforming large datasets into actionable insights, automating workflows, and building scalable tools that reduced ticket volumes and improved partner performance. Combines deep technical expertise in SQL, Python, and Looker with strong business acumen and stakeholder-focused communication.

Core Skills

- **Data Science:** A/B Testing, Hypothesis-driven Analysis, Predictive Modeling, Experiment Design, Statistical Inference
- **Analytics Tools:** SQL, Python, GBQ, Looker Studio, Power BI, Data Studio, Excel, Jupyter
- **Engineering & Automation:** ETL, Shell Scripting, Kibana API, EDI, Automation Bots, Alerts, Monitoring Pipelines
- **Collaboration:** Cross-functional Alignment, Stakeholder Storytelling, SOP Creation, Training & Enablement
- **Soft Skills:** Problem-solving, Ownership, Agile Execution, Time Management, Continuous Improvement

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Professional Experience

Wayfair, Galway, Ireland   **2021 – Present**
Senior Analyst, Operations Business Analyst

- **Analytics, Monitoring & Experimentation**
    - Built data pipelines & dashboards for supplier reactivation & inventory health; improved issue identification speed by 60%.
    - Developed KPI frameworks tracking automation adoption; influenced global rollout strategies.
    - Scoped analytics for $10M+ in missed sales due to order holds; led process redesign.
    - Designed & analyzed A/B tests on automated notifications & feature enablement.
- **Automation & Tooling (2022–2025)**
    - **Automated Supplier Communication Engine:** Cut manual outreach by 95%, saved $100K+ annually.
    - **SupportHub Ticket Translation Bot:** Enabled multilingual support, boosted Tier 1 team capacity by 30%.

- ○ **Supplier Inventory Feed Validator:** Identified feed issues, resolved $1M+ in visibility gaps.
- ● **Data Engineering & Integrations**
  - ○ Transformed EDI logs into structured datasets for trend analysis.
  - ○ Built dashboards for Multi-Channel EDI Migration; adopted by 50+ internal users.
  - ○ Piloted Automated Cancellation Rollout; projected $25M+ in savings.
- ● **Strategic Projects (2022–2025)**
  - ○ Reduced manual backlog by 65% in Product Reactivation through automation & SOP updates.
  - ○ Analyzed 100+ tickets/month for root causes; led to 14% volume drop in 1 quarter.
  - ○ Developed real-time SQL dashboards for KPI monitoring.
  - ○ Delivered standardized client templates, cutting reply-back rates by 45%.
  - ○ Integrated closure templates to reduce resolution time by 25%.
- ● **Cross-Functional Collaboration & Enablement**
  - ○ Hosted 30+ knowledge-sharing sessions across Product, Eng, Ops.
  - ○ Authored SOPs & Help Center articles with 100+ monthly views.
  - ○ Recognized by leadership for impact on Automation & Product initiatives.

Freelancer, India   2018 – 2019

- ● Built retention models improving client retention by 20%.
- ● Created Python scraping pipelines; reduced manual data collection by 50%.
- ● Optimized MySQL queries; boosted performance by 30%.

Education

M.Sc. in Business Analytics   2019 – 2020
Dublin Business School, Ireland
Thesis: Sentiment Analysis of Starbucks Reviews (Python, Scikit-Learn, Power BI)

- ● Developed SVM & Naive Bayes models, used POS tagging, Bag-of-Words, and built interactive dashboards.

B.E. in Computer Engineering   2014 – 2018
Vishwakarma Institute of Information Technology, Pune University, India

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Key Achievements

- ● **Employee of the Month – May 2023:** Recognized for innovation & cross-functional automation.
- ● **$25M+ Projected Savings** across automation & cancellation initiatives.
- ● Developed scalable monitoring tools used across Support, Product, and Engineering.
- ● **Reduced Ticket Volume by 14%** in under 3 months through root cause analysis and content improvements.