BHARGAVI PISSAY

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EDUCATION

UNIVERSITY OF MINNESOTA – Carlson School of Management — Twin Cities, MN
Master of Science in Business Analytics — August 2025

NEW HORIZON COLLEGE OF ENGINEERING — Bangalore, India
Bachelor of Engineering in Electronics & Communication — August 2021

EXPERIENCE

CARLSON ANALYTICS LAB, Minneapolis, MN — September 2024 – Present
Analytics Student Consultant

AI-Powered RAG (Retrieval-Augmented Generation) Chatbot (Developed for Government)
- Engineered a GenAI chatbot using Azure OpenAI and Machine Learning Studio leveraging RAGAs retrieval framework for evaluation to reduce policy lookup time by 40% and projecting $400K annual savings.

Warehouse Optimization (Developed for Non-Profit Food Hub)
- Streamlined warehouse placement using K-Means and geospatial analysis, reducing farmer travel time by 25% and saving $64K/year; built Tableau dashboard for dynamic strategy updates, reducing planning time by 30%.

ORACLE HEALTH, Bengaluru, India — January 2024 – August 2024
Software Developer – Operations Analytics Specialist
- Led cross-functional teams to develop Tableau dashboards, implementing real-time performance and escalation reporting for Orders team stakeholders resulting in a 25% decrease in issue resolution time.
- Saved $2M+ in SLA (Service Level Agreement) loss by identifying and resolving 100+ defects across 200+ hospitals via root cause analysis, improving clinical platform uptime by 14%.
- Analyzed EMR (Electronic Medical Record) system and hospital workflows to identify root causes of issues – implemented data-driven solutions reducing client escalations by 40% and improving customer satisfaction.

BHIVE, Bengaluru, India — January 2022 – December 2023
Business Analyst – Data and Analytics
- Drove $100K+ in revenue by integrating Salesforce, Zoho, & HubSpot via Zapier, reducing 20% of manual effort & increasing lead conversion through automated campaign workflows.
- Analyzed A/B tests and engagement data using Python (t-tests, OLS) & SQL, delivering insights that supported pricing refinements, reducing churn by 10%, contributing to 7% improvement in conversions.
- Built Tableau dashboards to visualize CRM and campaign data, boosting ROI by 12% and improving campaign execution by 15% through enhanced forecasting and cross-team collaboration.

LITTLE NINJAS-Coding Classes for Kids, Bengaluru, India — March 2020 – January 2022
Co-founder – Analytics Lead
- Identified gaps in beginner coding education and launched an EdTech startup serving 200+ students; optimized the student journey using funnel metrics from awareness to enrollment – generating $22K in annual revenue.
- Improved class experience by analyzing survey feedback with sentiment and topic modeling, resulting in a 30% increase in customer satisfaction and generating $18K from international expansion across 5+ countries.
- Developed Excel-based forecasting and reporting models to project monthly revenue and staffing needs with 90% accuracy, supporting 30% year-over-year student enrollment growth.

ANALYTICS PROJECTS

- **Live AI Support Co-Pilot (Trends Marketplace):** Engineered a real-time AI dashboard using Kafka, Spark, and LLMs to analyze live support calls and suggest responses – boosting first-call resolution by 25%.
- **Smart Auction Forecasting:** Built auction forecasting models, improving trade execution efficiency by 18%.

TECHNICAL SKILLS

- **Languages & Tools:** SQL, Python, R, Tableau, Power BI, Excel, PowerPoint, JIRA, BigQuery, Spark
- **Machine Learning:** A/B Testing, Predictive Modeling, Hypothesis Testing, Causal Inference, Statistical Modeling, Regression, Classification, Time Series Analysis, Scikit-learn, Pandas, NumPy, Matplotlib, Seaborn
- **Platforms & Collaboration:** Snowflake, Salesforce, HubSpot, Zoho, AWS, SAP, Agile
- **Industry Expertise:** Root Cause Analysis, Forecasting, Milestone Management, Attention to detail