

# Swinal Meshram

## Data Analyst

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### PROFESSIONAL EXPERIENCE

#### BYJUS | Lead Business Analyst

May 2022 to Present

Worked with various teams across the EdTech Ecosystem, including the Sales, Marketing, Product and Business as a part of the **Central Analytics Team**.

- **Proactive Refunds Prediction:** Achieved a 12% reduction in refund rates by leveraging machine learning models for predicting student refund requests. The system successfully predicts 70% of refund requests atleast 5 days before the median refund request period. (XGBoost, Snowflake, Python, Tableau, EDA, Strategy)
- **Centre Performance:** Developed a framework that assesses the center's week-to-week performance, considering factors such as sales, refunds, student involvement, and tutor engagement. This initiative resulted in a notable 20% increase in engagement with the centers in the following weeks.(SQL, Tableau, Looker, Strategy, RCA)
- **School-Product Performance Analysis:** Established a framework that has markedly enhanced students' performance in schools through the implementation of the product.(Tableau, Snowflake, Metric Creation, Product Strategy)
- **Key Impact Projects:** BTC Engagement Metrics | Refunds & Retention Analysis | Class Time RCA | Tutor Incentives Analysis | BTC Polls Analysis | Assessments RCA | Tutor Hygiene & Discipline Analysis | Leads to Orders Channel Analysis

#### Prodapt Solutions | Associate Software Engineer

Dec 2020 to May 2022

**Diagnostic as a Service (DaaS) :**To reduce the number of dispatches /Truck roll for repairs call which results in Non Productive dispatch or can be resolved remotely. Proactive approach to identify, forecast and predict customer problems and eliminate the unnecessary dispatch using AI/ML.

- Fetching data from multiple databases perform EDA to identify the best features for the model.
- Used XGBoost model to classify the user as Productive/Non Productive dispatch.
- Model was successfully able to identify around 62% of the dispatch as Non Productive.(SQL, Data Analysis & Visualization, Pandas, Scikit learn, XG Boost, Model deployment, Strategizing)

### EDUCATIONAL BACKGROUND

#### Great Lakes Institute of Management | Bengaluru

Post Graduate Program in Data Science & Engineering | 2019 - Mar 2020  
91.5%

#### PIET | Rajasthan Technical University | Jaipur

Bachelor's Degree in Computer Science & Engineering | 2015-2019  
65%

#### AECS No. 4 | Rawatbhata

Class XII - CBSE | 2014-2015  
80%

### PROFESSIONAL SUMMARY

With over 3+ years of experience in data science and analytics, I have honed my problem-solving skills in various facets, encompassing problem definition, approach identification, solution implementation, and facilitating user adoption.

### SKILLS & PROFICIENCIES

**Expert:** SQL, Python, Machine Learning, Tableau, Statistics, BigQuery, Advanced Analytics

**Intermediate:** NLP, Deep Learning, Web Scraping, Git & Github, GCP

### CERTIFICATES

- "AI ML Trainee Intern" | Tech Mahindra.
- "SQL & BI Developer Intern" | Celebal Technologies.
- "Data Science and Engineering" | Great Lakes Institute of Management.
- "Data Analysis with Python" | Cognitive Class.
- "Machine Learning with Python" | IBM
- "Python for Data Science" | Cognitive Class.
- "Big Data and Hadoop basics" | Wingfotech Pvt Ltd.

### RECOGNITIONS

**"Agile Surfer Award"** for creating Refunds Prediction Model - **BYJUS**  
Rank 28 in Great Indian Data Science Hackathon - MachineHack

### INTERESTS

Table Tennis, Guitar  
Anime, Cricket, Games