

# KUNAL BISWAS

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## EDUCATION

<b>University of Texas at Austin</b>	Bachelor of Business Administration, Management Information Systems Certificate: Elements of Computer Science	<b>May 2027</b>
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## EXPERIENCE

<b>University of Texas at San Antonio</b> – <i>Bold Careers Data Intern</i> ; Remote	<b>August 2025 – December 2025</b>
<ul style="list-style-type: none"><li>Trained and evaluated 3 classification models on 10,000+ candidate records; chose random forest based on precision-recall tradeoff for this use case</li><li>Validated model predictions against real placement outcomes and communicated limitations and edge cases to non-technical stakeholders to set realistic expectations and guide adoption</li></ul>	
<b>University of Texas System</b> – <i>Client Analyst Associate</i> ; Austin, Texas	<b>May 2025 - Present</b>
<ul style="list-style-type: none"><li>Analyzed 300+ monthly support tickets to identify recurring pain points in technical setup; categorized issues by severity and frequency to inform self-service portal improvements and process automation opportunities</li><li>Resolved 80+ technical tickets/month; consistently delivered over 27% of team's total volume across workspace setup, hardware inventory, and cross-org incident response</li></ul>	
<b>Bobo Co-Living Made Simple</b> – <i>Product Analytics Intern</i> ; Austin, TX	<b>September 2024- December 2024</b>
<ul style="list-style-type: none"><li>Identified that new users struggled with blank-slate onboarding; partnered with design to prototype 25 scenario-based templates (household tasks, shared finances, fitness routines) in Figma to reduce time-to-value and increase activation</li><li>Designed and ran A/B test with 60/40 split across 200+ new users to validate template impact on engagement; templates drove 30% higher task creation and 25% lift in monthly active users</li><li>Synthesized experiment results and user feedback into feature recommendations, helping prioritize the template expansion roadmap based on usage and support trends</li></ul>	

## PROJECTS

<b>OTIS Help Desk Training Optimization Project</b> - <i>Client; University of Texas System</i>	<b>August 2025</b>
<ul style="list-style-type: none"><li>Analyzed 17,000+ historical support tickets to identify onboarding knowledge gaps, finding that ~40% of escalations stemmed from five recurring, poorly documented issue types</li><li>Proposed a centralized, data-informed onboarding framework adopted by management as a reference for future training improvements</li><li>Stack: SQL, Excel, Cherwell , PowerBI</li></ul>	
<b>Watch Us Go-</b> <i>Client; Non-Profit</i>	<b>December 2025</b>
<ul style="list-style-type: none"><li>Scoped and built an MVP e-commerce platform to explore real-world product and technical tradeoffs, defining core user and admin flows across browsing, checkout, and inventory management</li><li>Integrated AI chatbot using Azure OpenAI to handle product recommendations and customer inquiries; reduced manual support overhead and improved user guidance during checkout</li><li>Stack: PostgreSQL, Express, React, Node.js, Azure AI deployment</li></ul>	

## LEADERSHIP EXPERIENCE & ACTIVITIES

<b>Texas Product Catalyst</b> – <i>Logistics Lead</i>	<b>January 2024 – May 2025</b>
<ul style="list-style-type: none"><li>Owned operational infrastructure for 50+ member student product org; evaluated vendor options and cost tradeoffs for domain hosting and event tools, reducing ops costs 50% while maintaining team functionality</li><li>Led 4–5 person team through quarterly planning and resource allocation</li></ul>	

<b>Asian Business Student Association</b> – <i>Active Member</i>	<b>Fall 2023 – Fall 2024</b>
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## SKILLS AND ADDITIONAL INFORMATION

**Product:** A/B testing, funnel analysis, metrics design, user research, product scoping

**Technical:** Technical: SQL, Python, data modeling, REST APIs, JavaScript, React, Node.js

**Honors:** University Honors (2023), Snowflake Data Warehousing Workshop (2025)

**Work Eligibility:** Eligible to work in the U.S. with no restrictions