

Dhaval Shah

Las Cruces, NM | 815-508-4553 | dhaval128shah@gmail.com | [in/dhaval-shah-671975157](https://www.linkedin.com/in/dhaval-shah-671975157)

Summary

Results-driven **Data Analyst** with expertise in **data visualization, statistical analysis, and workflow optimization**. Adept at translating business needs into technical solutions, optimizing reporting processes, and building advanced dashboards to drive data-driven decision-making. Proficient in **SQL, Python, Tableau, Power BI, and ERP systems like Banner and Jaggaer One**. Passionate about leveraging data analytics to enhance operational efficiency and financial planning.

Skills

Programming & Databases: SQL (Oracle SQL Plus, PL/SQL, MS SQL Server, MySQL, MongoDB), Python, R
BI & Visualization: Tableau, Power BI, Microsoft Excel, SSRS, SPSS
Cloud & Systems: Azure, AWS, Jira, SAP, Jaggaer One, Ellucian Banner
Core Competencies: Data Analysis, Statistical Modeling, Reporting Automation, Data Visualization, Process Optimization, Financial Data Analysis, Dashboard Development

Professional Experience

- Systems Analyst Associate, New Mexico State University**Sept 2024 – Present
- Optimized procurement and warehouse operations by developing SQL queries to analyze financial and inventory data, reducing manual reporting time by 50%.
 - Designed custom Tableau dashboards to provide real-time visibility into procurement spending, budget forecasting, and compliance tracking, enabling data-driven decision-making.
 - Optimized the Jaggaer One procurement platform, enhancing workflows, ensuring seamless integration with Banner Finance, and improving procurement cycle efficiency by 30%.
 - Managed Zoho Service Desk analytics, streamlining ticketing data extraction and generating reports that improved response times and SLA adherence.
 - Developed PL/SQL procedures to automate financial data reconciliation, improving ledger accuracy and compliance reporting.
- Data Collection Analyst, Northern Illinois University**Feb 2023 - Dec 2023
- Developed data integrity checks that reduced discrepancies in collected data by 17%, ensuring higher-quality insights.
 - Implemented Agile frameworks to improve the efficiency of public health survey projects by 15%.
 - Designed Tableau dashboards to monitor interviewer productivity and response rates, identifying operational bottlenecks and improving survey efficiency.
- Data Analyst/Technical Executive, Think Technology Services**Feb 2021 - Dec 2021
- Conducted SQL-based customer support analysis, reducing ticket resolution time by 27% through data-driven process improvements.
 - Performed statistical analysis on customer satisfaction metrics, driving a 40% increase in scores via targeted service enhancements.
 - Developed dynamic Tableau dashboards to track operations, leading to faster issue resolution and improved client retention.

Education

Master of Science in Operations Management & Information Systems Northern Illinois University	May 2024
Diploma in Marketing Management NMIMS Global Mumbai	Feb 2022
Bachelor of Science in Information Technology University of Mumbai	May 2021

Certifications

Meta Advanced Data Modeling	July 2024
Lean Six Sigma White Belt	June 2024
Jira Fundamental Badge	May 2024
Google Foundations: Data, Data, Everywhere	Apr 2024

Projects

- Advanced Data Modeling Projects (Meta Certification)**
- Designed a scalable relational data model for a real-world business scenario using MySQL Workbench, ensuring optimized query performance.
 - Built an ETL pipeline to transform, clean, and aggregate data from sources, improving reporting accuracy and efficiency.
 - Designed Tableau dashboards to visualize KPIs, financial trends, and performance, driving strategic business insights.
- Regulatory Data Analysis & Risk Prediction Using Python**
- Conducted comprehensive analysis using Python and SQL on large datasets to identify trends, compliance gaps, and inefficiencies, leveraging logistic regression and clustering to assess financial and operational risks and deliver actionable insights for governance.
 - Designed and implemented reporting systems to monitor key regulatory and financial metrics, ensuring compliance with governance standards and enabling data-driven decision-making.