

Madunala Dheeraj Kumar

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Professional Summary

Data Analyst with proven experience in SQL, Python, and BI tools like Tableau and Power BI. Skilled in developing scalable data solutions, retrieving and analyzing large datasets, and creating automated reports and dashboards. Strong analytical thinker with a passion for optimizing operations and influencing data-driven decisions. Seeking to contribute to Amazon's Reverse Logistics Services by leveraging technical expertise and business acumen to drive global process improvements.

Relevant Projects

Employee Resignation Prediction and Performance Patterns

- Built a predictive analytics model using thousands of employee records to identify key factors contributing to resignations, leveraging Decision Trees, Regression, and Neural Networks.
- Deep data exploration, clustering, and performance analysis; visualized insights using Tableau and Excel to support HR strategy.
- Tools used: Tableau, SQL, Excel.

Missing Child Identification System

- Engineered a scalable image-matching web application for law enforcement, using Python and SQL, achieving 90% accuracy through advanced image comparison algorithms.
- Optimized database design for real-time access and retrieval, improving response time and enabling data-driven decision-making.
- Tools used: SQL, Python.

Education

Vidya Jyothi Institute of Engineering and Technology, Electronics and Communication Engineering Aug 2017 – May 2021

- GPA: 6.9/10
- **Coursework:** Database Management System, Data Communication and Networking

University of Illinois Springfield, MS in Management Information Systems Jan 24 - Present

- GPA: 3.81/4
- **Coursework:** Data Mining, Fundamentals of Business Analytics, System Analysis and Design, BP Modeling and IT Governance

Experience

Associate - CS Internet, Sutherland – Hyderabad Sept 2022 – Aug 2023

- Delivered data-informed customer support by identifying issue trends and using root cause analysis to reduce repeat queries.
- Collaborated cross-functionally to streamline customer resolution workflows, ensuring compliance with quality metrics.
- Utilized tools like Excel and internal databases to log, track, and report operational insights to improve service delivery.

Technical Skills

Languages: SQL, Python, HTML

Tools and Platforms: Tableau (Server, Desktop, Public), Power BI, QuickSight (familiar), SQL Workbench, Azure, AWS, Microsoft Excel (advanced), MS Office

Techniques: Data Mining, Feature Engineering, Dashboard Development, Predictive Modeling, Root Cause Analysis