HETAL TIWARI

⊙ Fullerton, CA   📞 657-626-7107   in Linkedin   ⊙ github.com/HT-2   ✉ hetal.tiwari@csu.fullerton.edu

PROFESSIONAL EXPERIENCE & INTERNSHIPS

Tata Consultancy Services   **Mumbai, India**
Data Analyst (12/20 - 08/22)
- Developed efficient ETL pipelines using IBM Datastage and SQL. Performed data extraction (from sources like a data lake, DB2, etc spanning structured and unstructured formats), data cleansing (addressing data inconsistencies), data aggregation, and loading transformed data back into data warehouses. Optimized ETL scripts, reducing data loading times and improving data transformation speed by 60%
- Designed interactive dashboards in QlikView and custom reports in PowerBI for finance and supply chain providing real-time actionable insights and data-driven solutions from meticulously transformed data.
- Implemented time series analysis using Python on marketing dataset and fed results into Salesforce dashboards resulting in a 14% increase in customer engagement rate.
- Led an ETL DevOps project by establishing a streamlined CI/CD pipeline for deploying ETL projects, using Jenkins, GitHub, AutoIt, PowerShell, and Unix scripting reducing deployment times by 82%.
- Collaborated with cross-functional teams in agile project development, ensuring timely deliveries. Managed requirement gathering and maintained open communication with clients, data engineers, and business analysts to resolve critical issues and adhere to project specifications.

Haix.ai   **Indore, India**
Data Science Intern (01/20 - 08/20)
- Built an AI-powered social media monitoring tool using the Haystack framework, allowing users to query social media data, providing valuable insights with 80% accuracy and achieving increased user satisfaction by 90%.
- Implemented Latent Dirichlet Allocation (LDA) for topic modeling on 1.5 million social media posts and comments, identifying 72 unique topics. Optimized the LDA model based on topic popularity analysis, achieving 75% accuracy in predicting future trends.

Ignitus   **Indore, India**
Machine Learning Intern (06/19 - 09/19)
- Developed two machine learning models namely, content recommendation and sentiment analysis of user feedback and integrated them into the backend of the MOOC (Massive Open Online Course) application resulting in a 25% increase in course completion rate.

Procter & Gamble   **Indore, India**
Data Analyst Intern (02/18 - 07/18)
- Implemented dashboards on Tableau to track key performance indicators, including product sales, click-through rates (CTR), and social media engagement metrics improving the overall sales by 15%.

EDUCATION

California State University, Fullerton (08/2022 - Present)   **Fullerton, CA, USA**
Master of Science (Computer Science - GPA: 3.6/4)

Tutor / Instructional Student Assistant (08/2023 - Present)   **University Learning Centre (CSUF)**
-Tutor and mentor university students in various STEM disciplines.

Research Assistant (06/2023 - 08/2023)   **Social Science Research Centre (CSUF)**
-Developed an SVM model and data visualizations using R to identify the relationship between educational attainment and career outcomes of students who attended California Community Colleges.

Medi-Caps University (08/17 - 06/21)   **Indore, India**
Bachelor of Technology (Computer Science with Specialization in Data Engineering - GPA: 3.9/4)

PROJECTS & PUBLICATION

Customer lifetime value estimation: Predicts customer lifetime value (CLV) for an online company over 6 and 12 months using the Buy Till You Die model BG/NBD model for purchase predictions and the Gamma-Gamma model for CLV estimation [Link].
Titanic survival prediction: Predicts survival rate of titanic passengers using PySark, Spark sql and Python [Link].

Publication: Image Caption Generation with Novel Application Domains- Hetal Tiwari, Gaurav Upadhyay, Dharmendra Mangal. International Journal of Advances in Electronics & Computer Science-IJAECS, Volume-8, Issue-5 (May, 2021) [Link].

SKILLS

Programming Languages/Databases/Datawarehouses: C/C++, Python, R, HTML, CSS, React, Unix, Powershell, SQL, Snowflake
Libraries/Frameworks: Numpy, Pandas, Scikit-Learn, Keras, Matplotlib, Seaborn, ggplot, Gensim, Spacy, Haystack, PySpark
Tools: ETL, IBM Datastage, Qlikview, PowerBI, Tableau, Spark, SPSS, Jenkins, JIRA, AutoIt, AWS, Azure, Git, Excel

CERTIFICATIONS

Certifications: Google Data Analytics Professional Certificate, AWS Academy Graduate Badge.