

HARSHIT SHEKHAR JHA

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DATA SCIENCE ANALYST

Driving Strategic Insights and Business Transformation through Advanced Data Solutions

PROFILE SNAPSHOT

- Results-driven Data Science Analyst with **over 2 years of experience in data collection, analysis, and visualization**. Skilled in **machine learning and business intelligence**, successfully executed multiple analytics projects to deliver actionable insights that drive Customer Experience (CX) growth.
- Holds an **MS in Operations from IIT Madras** and a **BE in Mechanical Engineering from BIT Mesra**.
- Proven track record of **enhancing market strategies, optimizing sales opportunities, and developing predictive models** that significantly increase revenue potential.
- Experienced in **developing analytical and simulation models** for assessing supply chain viability and improving performance.
- Recognized for exceptional performance with multiple awards** at Cisco Systems for exemplifying core principles and fostering collaboration.
- Skilled in **utilizing tools such as Python, SQL, Excel, and Tableau** to support data-driven decision-making across cross-functional teams.
- Strong communicator adept at translating complex data** into compelling narratives, ensuring alignment with business objectives. Committed to continuous learning and applying innovative solutions to drive operational efficiency and strategic growth.

AREAS OF EXPERTISE

Requirement Gathering & Business Analysis | Data Science | Data Analytics | Business Intelligence | Machine Learning | Deep Learning | Predictive & Statistical Modelling | Data Mining & Visualization | Data Manipulation & Interpretation | Data Storytelling | Hypothesis Testing | A/B Testing | Simulation Modeling | Business & Market Insights | Supply Chain Analytics | KPIs & Metrics Management | Stakeholders Management | Global Cross-Functional Collaboration

Tools: Python, Excel, SQL & Tableau

PROFESSIONAL EXPERIENCE & HIGHLIGHTS

CISCO SYSTEMS INC. | Data Science Analyst

Since Aug'22

Responsible for collecting and cleaning data, analyzing large datasets to identify trends, and applying statistical modeling techniques. Creating visualizations to effectively communicate insights and preparing reports for stakeholders. Collaborating with different teams to understand their business pain points. Staying updated on industry trends and conducting ad-hoc analyses to support business decisions.

~ Achieved 7 Exemplary Performance Awards in 2 years for 'Living Cisco's Principles', 'Getting to the Finish Line', 'Phenomenal Partnership' and 'Going Above and Beyond' ~

SIGNIFICANT CONTRIBUTIONS

- Product Solution Development:** Revamped bundled product solution by delivering key insights, resulting in a \$549M increase in total addressable market (TAM) for the transformation team.
- Growth Models:** Uncovered a \$101M opportunity for a SPIFF (Sales Performance Incentive Fund) campaign, resulting in successful promotion and sale of bundled product solutions by sales team."
- ROI Model Creation:** Developed a comprehensive ROI model that optimized sales payouts and costs associated with the SPIFF campaign.
- Customer Targeting with Machine Learning:** Leveraged machine learning algorithms to identify customers for professional services, revealing opportunities worth \$111M.
- Collaboration with Sales Teams:** Worked closely with the Services Sales Team to provide insights on product and service pull-through from Professional Services, enhancing discussions with Executive Leadership.
- Informed Pricing Strategy:** Created a pricing model to aid product management in making strategic decisions regarding service offer bundling.
- Tailored Insights Delivery:** Provided customized weekly bookings insights to CX Product Management stakeholders, ensuring alignment with business objectives.

- **Comprehensive Training Development:** Designed and delivered a company-wide training program focused on using bookings as a performance metrics.

RESEARCH & TEACHING ASSIGNMENTS

Supply Chain Viability

May 2020 - May 2022

- **Developed an analytical model in Python** to assess supply chain viability during sudden demand surges due to disruptions.
- **Evaluated component supply rates** and production capacities required to meet demand surges.
- **Built a multi-period discrete event simulation model** to compare supply chain performance based on synchronous versus asynchronous facility reopening.

Teaching Assistant, IIT Madras

Aug 2020 - May 2021

- **Tutored and graded over 200 B.Tech and MBA students** in Operation Research Algorithms, applying solvers for optimization problems.

RESEARCH PUBLICATIONS & CONFERENCES

Supply Chain Analytics Journal

Apr 2023

- Jha, H., Mohan, U. (2023). A multi-period discrete event simulation model for comparing synchronous and asynchronous facility reopening in global supply chains affected by disruption. Supply Chain Analytics, 2, 100010.

POMS 31st Annual Conference

May 2021

- Jha, H., Mohan, U., "Synchronized versus Unsynchronized Reopening of Facilities in a Global Supply Chain Affected by a Pandemic", POMS 31st Annual Conference, 2021

EDUCATION & CERTIFICATIONS

- **MS (by Research) in Operations** | Indian Institute of Technology, Madras. CGPA 9.2 2022
- **B.E. in Mechanical Engineering** | Birla Institute of Technology, Mesra. CGPA 8.2 2018