

Kalyani Shinde

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EDUCATION

Santa Clara University

MS in Management Information Systems

Subjects - Data Analytics(Python), DBMS(SQL), Big Data Modeling & Analytics(Spark), Object Oriented Programming(Java), NLP

Santa Clara, CA

Sep 2023 - Present

Savitribai Phule Pune University

Bachelor of Engineering (BE) in Information Technology

Pune, India

July 2016 - April 2020

ACHIEVEMENTS

- Dean's List Award recipient at Santa Clara University for outstanding academic performance

SKILLS

Tools: SQL, Python (NumPy, Pandas, Seaborn), Spark, Tableau, MS Excel, GIT

Data Science: Classification, Regression, Decision Trees, Clustering (K-means, KNN), A/B testing, t-test, chi-sq, ANOVA

WORK EXPERIENCE

Data Analyst - Santa Clara University Leavey School of Business, CA, USA

Apr 2024 - Present

- Perform data analysis to extract actionable insights from feedback and survey data to enhance Graduate Business Programs
- Develop Tableau dashboards for visualizing survey results and career outcomes, supporting data-driven decisions

Technical Product Manager Intern - Quest Labs, CA, USA

June 2024 - Sep 2024

- Collaborated cross-functionally to develop and launch a new web app and a product feature
- Conducted **A/B tests** and utilized data driven insights to enhance product features and improve user engagement

Data Science Intern - Cisco, CA, USA

Jan 2024 - June 2024

- Engineered a **BERT-based NLP model** to quantify the alignment between engineer resolutions and customer problem descriptions through cosine similarity metrics
- Leveraged **similarity scores** and historical RMA data to pinpoint automation opportunities, optimizing resolution processes
- Utilized **Python's NLTK** library to analyze and identify the top 10 most frequent customer issues, and recommended targeted enhancements to user manuals and FAQs to address these concerns
- Enhanced operational efficiency and resource allocation by analyzing RMA trends, identifying trends across product families, and implementing targeted strategies to address them
- Streamlined RMA processes by recognizing that 49% of SMB cases originated from phone channels, advocating for a shift to web-based submissions to boost efficiency and reduce operational costs

Business Analyst - NVM Industries, Nashik, India

Nov 2020 - Aug 2023

- Increased annual sales by 10% through data-driven recommendations of top customers and products, leveraging customer purchase data
- Developed a proof-of-concept inventory optimization model using **Python** to analyze inventory and purchase data, resulting in \$100K savings in excess inventory
- Defined success KPIs to measure business performance and built reports for tracking

Data Scientist Trainee - DeepGenix Labs Pvt. Ltd., Pune, India

June 2020 - Oct 2020

- Analyzed healthcare data to extract insights on diseases, symptoms, and health conditions, supporting data-driven decision-making
- Designed and developed **Tableau** dashboards to monitor app usage, customer interactions, and disease-related metrics, enabling comprehensive data tracking and visualization

ACADEMIC PROJECTS

Dating App User Analysis

Oct 2023 - Nov 2023

- Tools Used:** Python, Regression, Decision Trees
- Analyzed OkCupid user data to identify features to target users for marketing premium subscription
- Performed sentiment analysis on user behavior and recommended factors affecting users and app changes

Deep Q Learning for Autonomous Driving System in Simulation Environment:

Jan 2019 - Mar 2020

- Developed an autonomous driving simulation to address traffic accidents using **Python** and simulation environment
- Implemented the **Deep Q algorithm** to facilitate the learning process
- Successfully translated the simulation results into a physical model, contributing to real-world implementation

CERTIFICATION

- SQL for Data Science - Coursera
- A/B Testing - Udacity