Mohit Jain

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SUMMARY

Certified BI Analyst with 5 years of experience building end-to-end analytical solutions in the Product, Customer Experience, Insurance, Finance, and Marketing domains. Proficient in multiple analytical tools to create data-driven reports and dashboards, design KPIs and OKRs, build data models and ETL pipelines, and perform statistical analysis. Experienced in agile and cross-functional environments, stakeholder collaboration, and managing multiple projects.

EXPERIENCE

Microsoft   Redmond, WA
Business Intelligence Analyst – Product Analytics (Contract Position)   Apr 2023 – Aug 2024
- Analyzed telemetry data of a tenant management web application to uncover insights into partner lifecycle and product usage of 21K+ Small-Medium IT partners and their 1.3M+ onboarded customers (tenants)
- Partnered with Product Managers to define KPIs and OKRs, translating them into queries and a dynamic dashboard
- Improved operational activities and product roadmap by delivering reports on user engagement, partner retention, B2B subscription sales, marketing performance, and experimental A/B testing of new features
- Crafted complex queries to merge telemetry data from diverse sources, clean API logs, and implement business logic using DAX formulas and expression
- Developed and maintained interactive Power BI reports and dashboards, optimized data querying and data visualization, assisted with data migration, reported on data anomalies, and administered the reporting workspace

Amazon   Seattle, WA
Business Analyst – Benchmarking (Contract Position)   Sep 2022 – Apr 2023
- Converted customer trends into business insights that raised the customer experience for Amazon Retail, Groceries, and Advertisements by 3.2%, 6.3%, and 16.9%, respectively, between Q3 of 2022 and Q4 of 2022 in the US
- Automated multiple ad-hoc statistical analyses of Amazon's business activities across global markets, reducing the total turnaround time from 2 weeks to 9 minutes using Python and VBA
- Led and documented the Quality Assurance (QA) process and collaborated across departments to resolve data pipeline issues
- Built a time-series analysis dashboard to monitor Net Promoter Score (NPS) and multiple Customer Satisfaction Attributes (CSATs) metrics, to guide short- and long-term business decisions

Fiverr   Remote, WA
Freelance Data Analyst   Jun 2022 – Oct 2022
- Designed and updated SSRS and Tableau reports for a health insurance client, focusing on network operations
- Improved query performance by 25% by optimizing joins, creating indexes, and minimizing use of sub-queries to meet business needs
- Led development and implementation of efficient ETL packages using SSIS for streamlined data integration
- Collaborated with privacy team to ensure reporting and data compliance with policies

University of Washington   Seattle, WA
Research Assistant   Sep 2021 – Jun 2022
- Co-authored a research paper on machine learning architecture that has application in the Natural Language Processing (NLP) domain under the mentorship of Prof. Cecilia Aragon
- Optimized the model to process 176 million data points, achieving an accuracy of 83%, and created data visualization published in the paper

ARS Associates   Remote, India
Data Analyst   Oct 2020 – Aug 2021
- Developed and deployed Power BI data models and reports, enabling clients to discern market trends, competition dynamics, and customer behaviors
- Leveraged SQL stored procedures, triggers, and views to streamline cross-unit data aggregation
- Produced SAS datasets with SQL, conducting statistical analyses and validation procedures

EDUCATION

University of Washington   Seattle, WA
Bachelor of Engineering in Human Centered Design and Data Science, Minor in Mathematics   GPA: 3.75/4.0

CERTIFICATIONS

- Microsoft Certified – Power BI Data Analyst Associate
- Udemy – The Advanced SQL Server Masterclass for Data Analysis

SKILLS

BI Tools: Power BI (DAX, M, Power Query, Data Modeling), Tableau, MS Excel (Pivot tables, Lookups, Macros), SSRS

Programming Languages: Python (Pandas, NumPy, scikit-learn, TensorFlow, SciPy, Matplotlib), SQL (Windows functions, Stored Procedures, Views, User Defined Functions, Indexes, Joins), KQL, R, Java, VBA

Big Data Tools: PySpark, Apache Hadoop, Hive, Kafka, Spark, Airflow, Snowflake, Azure Databricks, SQL Server, MongoDB, SSIS, Azure Data Factory

Statistical Techniques: Regression, Predictive Modelling, Hypothesis Testing, Multivariate Testing, Machine Learning

Others: Git, Jupyter Notebooks, Docker, Linux, MS Office, Jira, Asana, Workfront, Visio, MS Power Point, AWS, Azure