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 | Business Intelligence Analyst – Product Analytics (Contract) | Redmond, WA   Apr 2023 – Sep 2024
- Analyzed telemetry data of a tenant management web application to uncover insights into partner lifecycle and product usage of 21K+ IT partners and their 1.3M+ Small-Medium Business customers
- 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 | Business Analyst – Benchmarking (Contract) | Seattle, WA   *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 | *Freelance Data Analyst* / Remote, WA   *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 | *Research Assistant* / Seattle, WA   *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 | *Data Analyst* / Remote, India   *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

PROJECTS

- **New York City Airbnb Dashboard** – Created a tableau report that analyzing market trends and enabling hosts to optimize pricing strategies on various factors influencing neighborhood, availability, and more
- **Carvana A/B Testing of new search feature** – Evaluated the impact of the new search feature on user engagement and conversion using t-test and chi-square test to determine feature rollout
- **Loan Safety using Decision Tress** – Engineered a machine learning classification model using random forest algorithm that predicts whether a loan is likely to default

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