

# Mohit Jain

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## SUMMARY

Certified Business/Data 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 – Jul 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 for FY24, and translated them into queries and a dynamic tracking dashboard
- Improved operational activities by delivering reports on product features, user engagement, partner retention, B2B subscription sales, marketing channel 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 for ad-hoc and scrum reporting
- 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 - US, UK, EU, Japan, and China, 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

## 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

**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

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

**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