

# NEELRAJ KHAWALE

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## EDUCATION

University of Texas, Dallas  
MS in Business Analytics, GPA – 3.70

USA  
December 2023

Savitribai Phule Pune University  
BE in Computer Engineering, GPA – 3.30

India  
May 2020

## SKILLS AND CERTIFICATIONS

**CERTIFICATIONS:** Google Data Analytics, Alteryx Foundation, R for Data Analytics.

**TECHNICAL SKILLS:** SQL, Python, R, SAS, Power BI - Power Query and DAX, Tableau, Microsoft Office, Alteryx.

**MISCELLANEOUS SKILLS:** Amazon AWS, Agile methodologies (SCRUM), Database Management, Data Warehouse.

**DATA ANALYTICS:** Data Modeling, Statistical Analysis, Data Cleaning, A/B Testing, Data Visualization, ETL Processes, Predictive Analytics, Machine Learning Models, Dashboarding, Data-Driven Decision Making

## PROFESSIONAL EXPERIENCE

SoftClouds LLC  
Data Analyst Intern

San Diego, CA  
September 2023 – December 2023

Project: “Kapture” App Development and Improvement

- **Enhanced the functionality** of the "Kapture" Knowledge Management app by integrating a Tableau dashboard API, providing real-time analytics, and improving app health monitoring.
- **Redesigned data models and optimized SQL queries**, resulting in a 25% increase in dashboard performance.
- **Collaborated with cross-functional teams** to identify user needs and incorporate feedback into the app's development, ensuring a user-friendly interface and improved features.

Project: CXMC Analysis

- **Conducted an in-depth analysis** of customer experience survey data for a leading telecommunications company, identifying key drivers of customer satisfaction and areas for improvement.
- **Utilized statistical methods** to analyze survey responses and **presented actionable insights** to stakeholders, leading to recommendations that **enhanced customer satisfaction (CSAT) scores**.
- **Developed a comprehensive report** outlining initiatives to **reduce high contact volumes** and **improve overall customer experience**, contributing to long-term strategic improvements.

## LEADERSHIP EXPERIENCE

Data Science Club, UTD  
Analytics Officer

Dallas, TX  
June 2022 – January 2023

- **Led 5 analysts** in data collection and analysis, **creating data-driven reports** and **boosting club engagement and participation by 30%**.
- **Coordinated kick-off events and workshops** for **80+ members**.
- **Mentored club members** to build projects, offering **guidance and support for successful project outcomes**.

## ACADEMIC PROJECTS

Customer Analytics for a Bike Store, MS Excel

- **Created an Excel dashboard** to analyze customer demographics and purchasing behavior, enabling **targeted marketing strategies**.

Loan Approval Prediction using Machine Learning, Python

- **Developed and compared multiple machine learning models** to predict loan eligibility, optimizing decision-making based on customer data.

E-Commerce Sales Analysis, Power BI

- **Built a Power BI dashboard** to analyze sales performance across categories, regions, and other KPIs, driving insights for **business growth and profitability**.