

## EDUCATION

**MS in Information Systems | California State University, Long Beach (CSULB) | GPA: 3.80**

**EXPECTED: MAY 2025**

Coursework: Database Management Systems, System Analysis and Design, Machine Learning for Business Analytics

**MS in Supply Chain | Coventry University, England | GPA: 3.70**

**September 2022**

**Bachelors in Business Administration | K L University | CGPA: 94.02**

**June 2016-July 2019**

## SKILLS

Python, R, SQL | AWS | Alteryx, Tableau, PowerBI, Excel, Google Data Studio, Amazon Quicksight, SPSS, Jupyter Notebook | Git | Pandas, Numpy, Seaborn, Matplotlib, PyTorch, Scikit-learn, Django | Microsoft Suite, Canvas, Agile, Jira, Smartsheet

## PROFESSIONAL EXPERIENCE

**Service Operations Intern | Lucid Motors**

**May 2024-Present**

- Enhancing Service KPI Dashboard with predictive analytics to refine decision-making and performance tracking.
- Meticulously updating MBR and QBP templates, enhancing KPI reporting precision and boosting executive visibility.
- Collaborating with SMEs to revise SOPs in Confluence, ensuring precise data accuracy and streamlining operational guidelines.

**Research Assistant | California State University, Long Beach**

**January 2024-Present**

- Simulating warehouse operations to evaluate autonomous robots, human workers enhancing item picking efficiency and accuracy.
- Analyzing performance metrics to uncover key insights, enhancing supply chain processes and informing strategic decisions.

**Business Intelligence Lead | Shantilal and Company, India**

**October 2021-July 2023**

- Boosted lead conversion by 15% using predictive modeling to enhance sales outreach and lead qualification.
- Improved customer segmentation by 20% with k-means clustering, tailoring campaigns for better targeting and satisfaction.
- Reduced reporting time by 30% using BI tools, enabling self-service analytics, data access and boosting team productivity.
- Launched a peer mentorship program, fostering skills development, enhance knowledge sharing, and improve team cohesion.
- Streamlined customer onboarding reducing time by 20%, enhancing customer experience and operational efficiency.
- Communicated quarterly release plans and product roadmaps, ensuring strategic alignment, boosting stakeholder engagement.

**Business Analyst | Shantilal and Company, India**

**October 2020-September 2021**

- Increased customer retention by 15% with predictive modeling to identify churn risk factors, enhancing loyalty and reducing churn.
- Enhanced customer lifetime value by 15% through customer journey analysis, refining marketing strategies and engagement.
- Reduced operational costs by 20% using regression analysis to identify inefficiencies, optimizing processes for cost savings.
- Achieved 22% faster product delivery by managing the product backlog with a weighted scoring model, speeding up delivery.
- Increased sales by 10% and reduced errors by 25% with Tableau dashboards, improving pricing accuracy and decision-making.
- Improved product development cycle by 25% through customer usage data analysis, enhancing process and product relevance.

**Inventory and Sales Analysis Intern | Twills, India**

**May 2017-August 2017**

- Improved on-time payments by 20% through regression analysis, optimizing billing processes and enhancing financial accuracy.
- Reduced overstock by 15% by creating time series forecast models to predict demand, improving inventory management.

**Customer Experience and Organizational Development Intern | Pantaloons, India**

**May 2016-July 2017**

- Interpreted program metrics to enhance rewards offerings, increasing customer loyalty engagement by 30%.
- Trained employees in active listening and customer relationship management, improving sales conversion rate by 15%.

## PROJECTS

**Animal Shelters Data Analysis Report**

- Analyzed datasets using SPSS to explore trends improving adoption by 40%, lowering euthanasia by 30%, and progressing welfare.
- Created Tableau dashboards communicating insights and regression models determining factors expediting animal placements.

**Data Mart Analysis**

- Investigated sales impact of ecofriendly packaging via SQL, supporting sustainable business decisions and demonstrating ROI.
- Presented on Data Mart's sustainability KPIs enabling data-driven business decision making and ROI for executives.

## CAREER PILLARS

- **Intercultural Diplomat Member, CSULB 2024:** Cultivated cross-cultural knowledge and understanding in K-12 students through interactive presentations, enhancing cultural awareness and educational engagement.
- **Best Design Award, Alteryx Datathon - December 2023:** Recognized for innovative data visualization design using Alteryx, Tableau, and PowerPoint at Alteryx Datathon showcasing excellence in data presentation and analysis.
- **Meet the Industry Expo (MIE) Chair, Associated Business Students Organization Council, CSULB 2023-2024:** Led career expo connecting 300+ business students with recruiters, enhancing career opportunities and industry networking.
- **Press, Grace Hopper Conference 2023:** Selected by conference organizers for press team to provide on-site coverage for the world's largest event for women in computing, contributing to event promotion and visibility.