

NIHAL SHAH

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PROFESSIONAL SUMMARY

Applied AI and Analytics professional with 6+ years of experience building data-driven and AI-enabled systems across financial services and technology environments. Hands-on experience designing NLP- and LLM-powered solutions, analytics pipelines, and decision-support platforms. Strong background in analytics leadership, stakeholder collaboration, and translating business problems into scalable, production-ready AI solutions.

TECHNICAL SKILLS

Programming & Analytics: Python, SQL, R, Excel, Statistical Analysis, Regression, Feature Engineering, Data Cleaning

Data Visualization & BI: Power BI, Tableau, Dashboard Design, Executive Reporting

Databases & Data Systems: Oracle 19c, PL/SQL, DB2, Sybase, Data Modeling

Machine Learning & AI: Supervised Learning, Logistic Regression, LDA, KNN, Ridge, Lasso, NLP, LLM Integration, Model Evaluation

Frameworks & Platforms: FastAPI, Oracle APEX, Streamlit, GitHub, Jenkins, JIRA, Confluence, ServiceNow, Splunk, Salesforce

Professional Strengths: Stakeholder Management, Process Optimization, RCA, Cross-functional Collaboration, Team Leadership

PROFESSIONAL EXPERIENCE

AA2IT – Senior Data Analyst – AI Initiatives

Remote | Jul 2025 – Present

- Lead data-driven analysis of client-side business and operational data to identify patterns, inefficiencies, and AI automation opportunities.
- Design and deliver analytical insights using Python, SQL, Power BI, and Tableau to support executive decision-making and client strategy discussions.
- Develop exploratory data analyses and KPI frameworks to evaluate customer behavior, funnel performance, and operational metrics.
- Collaborate directly with clients to translate business questions into structured data problems and analytical workflows.
- Support AI-driven initiatives by identifying use cases for automation, predictive analytics, and NLP-based reporting across client engagements.
- Partner with engineering teams to define data requirements, validate outputs, and ensure analytical solutions align with business objectives.
- Present insight summaries, dashboards, and recommendations to leadership, bridging technical findings with business impact.

CampusWorks – AI Integration Intern

Madison, NJ | Jan 2025 – May 2025

- Integrated OpenAI GPT-4o with enterprise systems to enable natural language access to institutional data.
- Improved data retrieval efficiency by approximately 25 percent through AI-assisted query workflows.
- Led cleanup and validation of over 3,400 reports, improving data quality and reducing redundancy by 30 percent.
- Developed cross-departmental data mappings and technical documentation to support long-term maintainability.

Cognizant – Senior Data Analyst

Chennai, India | Mar 2022 – Dec 2023

- Led a team of five analysts while continuing hands-on analytics and reporting responsibilities.
- Designed and implemented SOPs for analytics workflows, improving operational efficiency by 20 percent.
- Coordinated root cause analysis across multiple cross-functional teams, reducing system downtime by 30 percent.
- Oversaw development of automated alerting and task workflows to minimize manual intervention.
- Built and maintained centralized documentation in Confluence to support onboarding and process standardization.

Cognizant – Data Analyst

Chennai, India | Sept 2018 – Mar 2022

- Performed claims data analysis, data corrections, and reporting using SQL, XML, and enterprise data systems.
- Supported release validation, defect triage, and deployment planning while maintaining 99.9 percent uptime.
- Delivered high-priority ad hoc reports and analytics to support business operations and decision-making.
- Collaborated with business teams to streamline workflows and reduce service disruptions by 30 percent.
- Built foundational expertise in claims processing, enterprise data systems, and operational analytics.

PROJECTS & ACADEMIC HIGHLIGHTS

LexiSQL – Natural Language to SQL AI Platform

- Built an end-to-end conversational analytics system converting natural language inputs into validated SQL queries.
- Implemented a full pipeline including prompt ingestion, LLM-generated SQL validation, secure execution, and formatted results.
- Integrated with Oracle APEX using REST APIs, enabling CSV and PDF report downloads for business users.

AI News Research Recommender

- Built a full-stack AI research assistant using Python, FastAPI, and Next.js to ingest, analyze, and recommend relevant news and research articles.
- Designed backend pipelines for preprocessing, semantic relevance ranking, and summarization.
- Implemented NLP-based search and recommendation logic without using OpenAI embeddings.

EDUCATION

Drew University – Master of Science in Data Science

Madison, NJ | Jan 2024 – May 2025

Dr. A.P.J. Abdul Kalam Technical University – Bachelor of Technology in Computer Science

India | Aug 2014 – Jul 2018

CERTIFICATIONS

- Salesforce Revenue Cloud Consultant
- Data Analysis Using Excel
- Snowflake Fundamentals
- Microsoft Power BI
- AWS Solutions Architect and Developer Associate
- Lean Six Sigma White Belt