

NIKHITA SHANKAR

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EDUCATION

University of Illinois Urbana-Champaign | Champaign, IL

Master of Science in Business Analytics | GPA: 4.00 / 4.00 | Aug 2024 – May 2025

Rashtreeya Vidyalaya College of Engineering | Bangalore, India

Bachelor of Engineering in Computer Science & Engineering | Aug 2016 – Sep 2020

TECHNICAL SKILLS & TOOLS

- **Programming & Tools:** Python, SQL, R | Tableau, Power BI, IBM Cognos | AWS, Azure, Databricks, Snowflake | KNIME, Git
- **Machine Learning:** Predictive Modeling (Regression, Boosting, Neural Networks), Time Series (LSTM, ARIMA), A/B Testing

PROFESSIONAL EXPERIENCE

Wolters Kluwer | Champaign, IL

Data Scientist | Jan 2025 – Present | *Capstone Project*

- Collaborating with Wolters Kluwer's AI experts to research and develop a differential diagnosis support system using SLMs (Small Language Models). Exploring prompt engineering, Retrieval-Augmented Generation (RAG), and potential fine-tuning to enhance model reasoning and assess the feasibility of launching a product by 2025 to aid doctors in clinical decision-making.

Colorado West Healthcare (Community Hospital - Grand Junction, Colorado) | Champaign, IL

Business Analyst Team Lead | Aug 2024 – Dec 2024 | *Capstone Project*

- Led a team of 6 graduate students to design a workforce insights dashboard in IBM Cognos, automating data consolidation. Enhanced business intelligence by enabling real-time insights into workforce productivity, turnover, and salary trends, reducing report preparation time by 10 hours weekly through real-time HR (UKG) data integration.
- Collaborated with senior leaders to prioritize key workforce metrics (productivity, turnover), reducing overtime costs by 15%.

ExxonMobil | Bangalore, India

Business Analyst | Jan 2022 – Apr 2023

- Developed a real-time Snowflake SQL solution to automate financial reporting, consolidating SAP COPA data. Implemented SAP HANA validation, reducing error rates to under 0.01%. Cut report delays from hours to seconds, driving \$1M in monthly savings.
- Engineered a Snowflake analytics solution using SQL for the Catalysts & Licensing market. Used Machine Learning models along with pricing data from Salesforce to contribute \$2M in revenue.
- Collaborated with cross-functional teams to optimize nine custom Salesforce reports. This improved contract visibility and performance tracking for 150 users, resulting in \$8.5M savings over five years.

Data Analytics Specialist | Aug 2020 – Dec 2021

- Developed Salesforce dashboards to track previously missed customer interactions due to manual email processes, enabling sales teams to recover opportunities and increasing monthly conversions by \$3M.
- Migrated outdated on-premise dashboards to cloud infrastructure and built Tableau dashboards for the Dynamic Revenue Management (DRM) team, simplifying data access. Collaborated with stakeholders to redefine key revenue metrics, supporting \$22M in team-driven annual benefits through real-time business insights.
- Built a Microsoft Power Apps solution to automate real-time competitor price tracking and a Power BI dashboard for price comparison across grades and suppliers, driving \$2.18M in monthly profit.

Data Science Intern | Jan 2020 – May 2020

- Built a recommendation system in Python to improve product suggestions and address low conversion rates, providing more personalized recommendations. Increased sales by 20% and client retention by 15%.

Softtek | Bangalore, India

Automation Developer Intern | Jun 2019 – Jul 2019

- Automated employee onboarding processes on ServiceNow, reducing manual effort by 30% and improving efficiency across teams. Designed workflows and backend development using Visual Studio, Selenium, and Postman API.

PUBLICATIONS & ACHIEVEMENTS

- Published: [Review of Recommendation System using Filtering-based Concepts](#), Volume 7, Issue 5.
- Awarded 'Bright Beginner' by ExxonMobil for delivering critical analytics solutions.
- Recognized as a top performer by ExxonMobil for excellence in data analytics initiatives.