NIKHITA SHANKAR

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TECHNICAL SKILLS & TOOLS

- **Programming & Tools:** Python, SQL, R | Tableau, Power BI | AWS, Azure, Databricks, Snowflake, KNIME, Wolfram, Git
- **Data Engineering:** ETL pipelines, data integration, data cleaning for analytics
- **Machine Learning:** Predictive Modeling (Regression, Boosting, Neural Networks), Time Series (LSTM, ARIMA), A/B Testing

PROFESSIONAL EXPERIENCE

Colorado West Healthcare System (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 and improving business intelligence. Reduced report preparation by 10 hours weekly with real-time HR (UKG) data integration.
- Collaborated with senior leaders to prioritize key workforce metrics (productivity, turnover), enabling data-driven decisions that reduced overtime costs by 15%.

ExxonMobil | Bangalore, India
Business Analyst | Jan 2022 – Apr 2023

- Developed a real-time Snowflake SQL solution consolidating SAP COPA data, automating financial reporting to replace manual consolidation. Implemented validation with SAP HANA checks, achieving 99.99% accuracy. Reduced report delays from hours to seconds, driving $1M in monthly savings through streamlined operations.
- Built a Snowflake platform utilizing Salesforce pricing data with automated backend formulas. Developed predictive dashboards and machine learning models, enabling data-driven pricing strategies that contributed to a projected $2M revenue increase for 2023.
- Collaborated with cross-functional teams to optimize nine custom Salesforce reports, improving 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- Migrated outdated on-premise dashboards to cloud infrastructure and built Tableau dashboards for the Dynamic Revenue Management (DRM) team, simplifying data access.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-based competitor pricing app that automated real-time price tracking for key customers and suppliers, resulting in better market intelligence and $2.18M in monthly profit.

Data Science Intern | Jan 2020 – May 2020

- Built a recommendation model 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 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.

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

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.