

NIKITA PANCHAL

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New Jersey (open to relocate), USA

SKILLS

- **Programming & ML:** Python (Pandas, NumPy, Matplotlib, Seaborn), Machine Learning (regression, classification, clustering, model evaluation)
- **Data & Analytics:** SQL, Data Cleaning, EDA, Statistical Analysis, Power BI, Salesforce CRM & Analytics
- **Cloud & Big Data:** AWS, Cloud-Based Data Processing
- **Soft & Analytical:** Data-Driven Decision Making, Problem-Solving, Insights Communication, Cross-Functional Collaboration, Adaptability & Continuous Learning

PROFESSIONAL EXPERIENCE

Salesforce Data Analyst at Utilitarian Labs Private Limited

April 2020 – April 2022

- **Data Governance & Conversion (Relevel):** Implemented Salesforce data governance policies, increasing lead data accuracy by 10-15% and reducing manual data entry errors by 10%, leading to a documented 5-8% boost in conversion rates.
- **BI & Reporting Efficiency (Amrit Cement):** Optimized complex Salesforce data structures and developed business-critical dashboards to streamline real-time data access for 100+ sales reps. Enhanced reporting speed by 20-30% across 100,000+ customer records.
- **NLU Analysis (Novo Nordisk):** Configured and monitored an Einstein AI Chatbot, performing Natural Language Understanding (NLU) analysis on 1,000+ weekly user interactions, which achieved a 15-20% reduction in misdirected inquiries.

EDUCATION

University of The Potomac (Washington, D.C)

April 2024 - April 2026(Expected)

Master of Science in Computer Science (Artificial Intelligence)

- **Relevant Coursework:** AI, Methods of AI & ML, Python for AI, AI & GPT Engineering, Enterprise Data Management, Cloud Computing

Gujarat Technological University,

May 2009 – June 2013

Bachelor of Engineering in instrumentation and control

MODELING PROJECTS

Credit Card Fraud Detection | Tools: Python, Scikit-learn, Classification Metrics

- Implemented a supervised learning approach using Classification algorithms to detect fraud in an imbalanced dataset. Focused on optimizing Precision and Recall (Type I/II errors) to meet financial risk requirements.
- [[GitHub: Fraud_detection-COMP-540-](#)]

CONFERENCE PRESENTATION

MSCHE 2025 Poster Presentation: "Beyond Grades: AI-Driven Emotional Skill Development."

- **Recognition:** Selected for presentation at the **Middle States Commission on Higher Education (MSCHE)** Annual Conference, December 2025. **Focus:** Showcased a novel application of **AI in Higher Education** to support the development of **Emotional Intelligence (EQ)**, resilience, and a lifelong learning mindset among students.