

Rithvik Illandula

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WORK EXPERIENCE

Busyness.app

Jan 2022 – Dec 2024

Business Data Analyst II

- Analyzed warehouse and fulfillment data across 6+ operational systems, translating operational metrics into actionable insights used in weekly and monthly performance reviews.
- Designed and maintained 10+ end-to-end Power BI solutions, including data models, DAX measures, and interactive dashboards to monitor productivity, throughput, labor utilization, and service-level adherence.
- Optimized SQL queries to extract, clean, and transform 1M+ transactional records from operational systems, improving data reliability for downstream reporting and analysis.
- Identified recurring inefficiencies in order processing and labor allocation through historical trend analysis, contributing to process changes that improved daily output consistency by approximately 10%.
- Delivered analytical reports supporting labor planning, overtime monitoring, and cost visibility for finance and HR teams.
- Created standardized KPI definitions and reporting templates across 5+ stakeholder groups, reducing manual reconciliation efforts during cross-functional reviews.
- Performed ad-hoc statistical analysis on 5+ pilot initiatives to evaluate process changes, helping leadership assess impact before scaling operational adjustments.
- Presented insights through visual dashboards and written summaries to 15+ non-technical stakeholders, enabling data-informed decision-making.
- Integrated data from warehouse management, timekeeping, and inventory systems into unified datasets, improving visibility into end-to-end operational performance.
- Tracked key metrics over time and highlighted early indicators of operational risk or opportunity to support continuous improvement initiatives.

WAFU Technologies

May 2020 – May 2021

Data Analyst

- Transformed raw application and operational data into structured, analysis-ready datasets by performing extraction, schema normalization, and data cleaning workflows.
- Unified data from multiple relational sources using SQL-based transformations, enabling consistent reporting and cross-team analysis.
- Improved data reliability by validating transformed outputs through reconciliation checks and anomaly detection prior to dashboard consumption.
- Produced and maintained 8+ Excel and Power BI reports to monitor system usage patterns, operational trends, and recurring issues for stakeholders.
- Investigated data inconsistencies using targeted SQL queries, resolving discrepancies surfaced during reporting and analysis.
- Responded to 10+ ad-hoc analytical requests from operations and support teams, delivering timely insights to support decision-making.

SKILLS

Programming & Query Languages: Python, SQL, T-SQL, R, DAX.

Data Engineering & ETL: ETL Pipelines, AWS Glue, AWS Athena, AWS S3, Snowflake, PySpark.

ML Ops & Experiment Tracking: Hopworks, MLflow, Docker, GitHub Actions.

Libraries & Data Analysis: Pandas, NumPy, Scikit-learn, TensorFlow, Matplotlib, Seaborn, Statistical Analysis.

Databases: MySQL, PostgreSQL, MongoDB, Oracle, MS Access.

Visualization & Dashboards: Power BI, Tableau, Streamlit Dashboards.

Cloud & Platforms: AWS (Certified – Cloud Practitioner & Data Engineer), Azure (Cloud Storage).

Business Tools & Methods: MS Excel, Microsoft Office Products, Salesforce, Lean Six Sigma, Google Analytics.

Statistical Modeling & Analytics: A/B Testing, Comparative Analysis, Customer Churn Analysis, Funnel Analytics.

EDUCATION

The State University of New York at Buffalo

Buffalo, New York

Master of Science in Computer Science

Jan 2025 – May 2026

Courses: Analysis of Algorithms, Data Intensive Computing, Machine Learning, Computer Security, Operating Systems, Computer Networks, Database Systems, Computer Architecture, Project Management, Introduction to Entrepreneurship

PROJECTS

Telco Customer Churn Prediction

- Built churn prediction models using Logistic Regression, XGBoost, and Random Forest, analyzing 500,000+ customer records to identify key behavioral churn drivers.
- Launched an HTML-based web application to surface churn risk insights with an intuitive UI, supporting targeted retention strategies.

Exploratory Data Analysis using LangChain

- Conducted exploratory data analysis on 14,000+ data science job listings, identifying trends in salary, role seniority, and remote work adoption.
- Leveraged LangChain and OpenAI APIs to generate natural-language insights, reducing manual exploratory analysis time by approximately 40%.

Citi Bike Trip Demand Prediction System

- Designed an end-to-end machine learning pipeline to forecast hourly Citi Bike demand using Python, Pandas, and LightGBM, processing 1M+ historical trip records.
- Built baseline and advanced models using lag features and PCA-based feature reduction, evaluating 20+ experiment runs in MLflow and achieving a 12–15% MAE improvement.
- Deployed interactive Streamlit dashboards to visualize hourly demand predictions, reducing Mean Absolute Error (MAE) by approximately 15%.