

OBJECTIVE

Proactive, quick learner and self-motivated professional desiring the role of a Data/Business Analyst where profound analytical and systematic skills will be applied to aid the company to accomplish its goals in line with its vision, mission, and corporate values.

ACADEMIC QUALIFICATIONS

New Jersey Institute of Technology (NJIT), Newark, NJ

Master of Science in Business and Information Systems

May 2021

GPA 3.55/4.0

Relevant Coursework – Data Analysis for Information Systems, Enterprise Database Management, System Analysis and Design, Enterprise Architecture and Integration, Web System Development, Information Systems and Principles, Business Process Innovation, Management Accounting, Data Mining and Analysis and Project Management.

Graphic Era University (GEU), Dehradun, India

Bachelor of Technology (Biotechnology)

July 2016

GPA 3.7/4.0

SKILLS

| | |
|-----------------------|--|
| Data Visualization | Power BI, MS Office (Excel, Word, PowerPoint, Access), Tableau |
| Database | MySQL, SQL Server Management Studio |
| Programming and Tools | Python, PyCharm, Jupyter Notebook |
| Version control | Git and GitHub |

EXPERIENCE

Research Assistant, New Jersey Institute of Technology, Newark, NJ

Jun 2020- May 2021

- Served as the editorial assistant for “South Asian Journal of Business Studies” and administered Journal’s daily operation independently.
- Generated 15+ reports for 2100 users to visualize patterns incorporating Excel and tableau for strategized 20% increased engagement and helped journal achieve and exceed yearly publishable threshold from 20 to 42 research papers.
- Derived and implemented insights from the user behavior data to improve the status of the journal.

Customer Service Analyst, Hinduja Global Solutions, Noida, India

Mar 2018 - Jul 2019

- Worked on Oracle Siebel CRM that performed lead scoring, delivered billing support and finance for Telecom (Airtel) customer.
- Measured customer relationship by implementing customer service metrics, analyzing customer churn rate and overall resolution rate using operational and experience data.
- Tracked support center activity in the IT Service Management System. Insured timely closure of open tickets/issues both in the Support Center system and with the customer that increased customer retention rate by 13.98% and improved Net promoter score by 18%.

Literacy Centre Coordinator, Human Touch Foundation (NGO), Noida, India

Sep 2017 -Mar 2019

- Collaborated and Organized classes for underprivileged children aged between three years to thirteen years, monitored student performances and analyzed statistical data for further improvement that helped 21 children to get free education to private school in Greater Noida.
- Used Excel efficiently to serve the community and make productive use of the allotted funds.

Business Development Associate, BYJU’s, Bengaluru, India

Mar 2016 - Dec 2016

- Collated and maintained client information in the LeadSquared CRM database and created reports for the analysis of customer feedback and educational (Ed) product sale.
 - Analyzed and interpreted the requirements based on customer requests and Business solutions to inform or update marketing sales strategies, client services and retention plans. Also Collaborated proactively with key contacts internally to ensure business strategies are delivered and customer expectations are exceeded.
-

PROJECTS

Enterprise Architecture and Integration

May 2020

- Analyzed business scenarios, relevant factors and the environment that forces for change where EA creates value for different organizations in the context of organizational change and transformation.
- Provided recommendations focusing on change in different cases.

Data Mining and Analysis -Automobile insurance customer Dataset

Dec 2020

- Developed a Business model to estimate potential claim amounts for new insurance customers using SAS JMP. Extracted, cleaned and manipulated raw dataset and analyzed using linear regression scatter plot. Compared efficiency of mining algorithms and analyzed the impact of different driver variables on the target variable. Predicted the lowest annual premium claim amount for new insurance customers using SAS JMP.

System Analysis and Design - Barhop Application

Dec 2019

- Feasibility Analysis of an entertainment-focused smartphone app that provided information about bars, restaurants and live events based on location by conducting SWOT analysis. Identified the problem statement, created business requirement document and collaborated in an Agile environment to build features, user stories and project requirements.

Data Visualization – Covid-19 Dataset

May 2019

- Analyzed and visualized COVID-19 Data for the USA using Tableau. The visual representation showed rapid change in unemployment rate across various occupations, industries, and class of workers from January 2020 to April 2020 in USA amid COVID-19.

Web Systems Development - Python, Flask, Docker, PostgreSQL, Heroku cloud

Dec 2019

- Developed a blog hosting web app using the MVC design pattern. Implemented RESTful Web API using Python Flask framework with PostgreSQL as the Database management system and hosted the app on Heroku cloud.
-

LICENSES & CERTIFICATIONS

- LinkedIn Power BI Essential Training
- LinkedIn Excel Essential Training (Office 365/Microsoft 365)
- LinkedIn SQL for Non-Programmers