

SHASHWAT PATEL

DATA ANALYST

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PROFESSIONAL SUMMARY

Results-driven Data Analyst with 5+ years of experience delivering actionable insights across aviation, finance, healthcare, and retail industries. Proven ability to automate workflows, optimize operations, and influence strategic decisions through strategic problem-solving, data storytelling, and executive dashboards. Expert in SQL, Python, Tableau, and Power BI, with hands-on experience in ETL development, predictive modeling, and cloud platforms like AWS Redshift, Snowflake, and Azure. Adept in Agile/Scrum environments with a strong record of cross-functional collaboration and stakeholder engagement.

TECHNICAL SKILLS

Programming Languages: Python, SQL, C/C++

Databases: MySQL, SQL Server, PostgreSQL, AWS S3, Redshift, Snowflake, MS Access

Libraries/Frameworks: Pandas, Polars, NumPy, Scikit-learn, PySpark, Seaborn, Matplotlib, Plotly, Folium

Visualization: Tableau, Power BI

Cloud & Web Services: AWS, Google Cloud Platform, Microsoft Azure

Project & Workflow: Jira, Git/GitHub, Agile/Scrum

Other: Microsoft 365, Probability & Statistics, Statistical Modeling, A/B Testing, UAT

Soft Skills: Collaboration, Stakeholder engagement, Communication, Leadership

PROFESSIONAL EXPERIENCE

Data Analyst- Flight Export Operations (DG Specialist) | United Airlines Cargo

May 2024 – April 2025 | Chicago, IL

Led analytics, automation, and regulatory compliance for 100+ weekly international cargo flights with a focus on Dangerous Goods and high-value shipments.

- Spearheaded Python-based ETL automation and route optimization, increasing data accuracy by 15% and processing speed by 20%.
- Built Tableau and Power BI dashboards that enhanced throughput by 10% and provided operational insights across 5+ departments.
- Maintained **100% DG compliance** and zero documentation errors on shipments over \$1M using SQL verification scripts ensuring seamless audits.
- Analyzed cargo KPIs using complex SQL queries in Snowflake and Teradata data warehouses to identify performance gaps and enhance operational throughput.
- Developed predictive models in **Python (Scikit-learn)** to forecast space utilization, achieving 7% optimization in load factor.
- Automated executive-level compliance and performance reports, streamlining reporting cycles by 30% and aligning with data governance standards.
- Collaborated cross-functionally to translate complex data into clear, actionable insights for diverse stakeholders.

Data Analyst | Discover Financial Services

Jan 2022 – Feb 2024 | Buffalo Grove, IL

Delivered advanced analytics and reporting to support risk modeling, collections strategy, and customer retention.

- Built predictive models in Python with 95% accuracy, cutting charge-offs by 12% and increasing retention by 5%.
- Forecasted recovery performance using **AWS** and **SQL**, boosting profitability by \$100K.
- Implemented **A/B testing** and **UAT** analytics pipelines, enhancing campaign precision by 20% and providing key insights for executive teams.
- Created data-driven dashboards in **Power BI** and **Tableau**, improving reporting efficiency by 30%.
- Analyzed customer behavior patterns, improving risk factor identification by 15%.

Data Analyst | Meijer

Jul 2020 – Nov 2021 | Grand Rapids, MI (Remote)

Analyzed retail data across **31 stores** and a distribution center to enhance marketing, inventory, and operations.

- Optimized ETL and data warehousing processes using SQL, **Redshift**, and Python, improving data accessibility and schema design. Achieved 4% reduction in data retrieval time.
- Drove **\$1.2M** revenue growth through sales trend analysis and dashboard implementation.
- Created Tableau and Power BI reports to visualize product performance and inventory cycles. These insights resulted in 5% inventory optimization.
- Boosted customer loyalty by 30% and expanded the customer base by 20% by introducing "**Subscription Purchases**" and "**Recipe Integration**" strategies through SAP CRM segmentation and targeted marketing.

Database Coordinator Intern | GE Healthcare

Jan 2020 – Jun 2020 | Chicago, IL

Supported data ETL, reporting, and documentation initiatives across multiple healthcare data systems.

- Performed ETL operations on **7M+** records from SQL Server, Various filetypes into Redshift using SQL and Python.
- Created SQL-based reports and documentation for compliance and internal performance monitoring, improving overall performance oversight

Improved data quality by 10% through validation and implementation of best practices across cross-functional teams.

EDUCATION

- **Master of Artificial Intelligence**, Illinois Institute of Technology – Expected Dec 2026
- **Bachelor of Computer Science**, Northern Illinois University – Dec 2020

CERTIFICATIONS

- Generative AI Mastermind, OutSkill – May 2023
- Machine Learning Masters, Edureka – Sep 2023
- Google Data Analytics, Google – Apr 2022
- Data Science and Machine Learning Bootcamp, Jovian – Mar 2022