Shradha Gawad

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SUMMARY

Data professional with expertise in **Python, SQL,** and **Tableau**, turning complex datasets into **actionable business insights**. Proficient in building intuitive dashboards, uncovering trends, and collaborating with **stakeholders** to drive **impactful outcomes**. Skilled in data engineering, machine learning, AI, and automation to enhance data-driven decision-making.

EDUCATION

University of Maryland Baltimore County — Baltimore, MD
MS in Information Systems (GPA: 4.0) — *Aug 2023 - May 2025*

SKILLS

Programming and Query Languages: Python, R, SQL
Data Analysis and Visualization: Power BI(DAX), Tableau(Calculated Fields, Parameters, LOD Expressions), Microsoft Excel(Pivot, Vlookup, Macros, Power Query), Google Sheets, Reporting, Dashboards, Data Storytelling
Data Management and Warehousing: MySQL, PostgreSQL, Oracle, Microsoft SQL Server, MongoDB, Snowflake, Databricks, dbt, Data Modeling
Big Data and ETL: Apache Airflow, ETL Processes, Data Pipelines
Data governance and Quality: Data Lineage, Data Profiling, GDPR Compliance, Data Validation
Cloud Tools: AWS(S3, Redshift, Glue), Azure(Data Factory, Synapse), GCP(BigQuery, Dataflow)
Project Management: JIRA, Confluence, Agile, Scrum, Retrospectives, Stakeholder Management

WORK EXPERIENCE

University of Maryland Baltimore County, Data Analyst — *Aug 2024 - Dec 2024*
- Built an interactive **Tableau** dashboard leveraging skill similarity scoring to match students with optimal job roles, increasing visibility of top career options.
- Developed data **visualizations** from 50,000+ job listings to highlight trends in industry demand, top skills, and hiring locations, informing strategic research and curriculum insights.
- Applied **Python** and **SQL** for large-scale data cleaning, transformation, and visualization, improving analytical accuracy and processing efficiency.
- Collaborated with faculty and peers to translate complex analyses into clear, **data-driven recommendations** for student career alignment.

Tricentis, Data Analyst — *Mar 2021 - Jul 2023*
- Analyzed client-reported product issues to identify recurring **patterns**, reducing repeat incidents by 70% through process optimization and documentation.
- Optimized **SQL** queries within relational databases, cutting data retrieval time by 40% and enhancing reporting performance.
- Monitored and analyzed KPIs including CSAT and First-Time Resolution (FTR) using **Excel**, identifying underperforming areas and recommending process improvements that boosted customer satisfaction by 50%.
- Partnered **cross-functionally** with operations, product, and engineering teams to align analytics with business strategy and support decision-making initiatives.

LTIMindtree, Analyst — *Nov 2016 - Mar 2021*
- Collaborated with global client **WarnerMedia** to understand requirements, validate end-to-end digital supply chain workflows, ensuring accurate and timely content delivery across platforms.
- Queried **MongoDB** and analyzed **REST API** json responses to identify discrepancies that informed strategic decisions in content management and optimized distribution workflows.
- Enhanced UAT processes by boosting testing efficiency 60% through automation in **Python** and structured reporting in **Excel**, improving visibility into project readiness.
- Contributed to **Agile teams** through sprint planning, retrospectives, and maintaining documentation in Confluence to ensure consistent project alignment.

PROJECT EXPERIENCE

Prime Video Content Analysis | **Power BI** — *Sep 2024 - Dec 2024*
- Delivered strategic content recommendations for Prime Video by analyzing 9,655+ titles using Power BI, uncovering gaps and content trends that informed decisions on genre diversity, movie/TV balance, and age ratings.

House Energy Consumption Analysis | **Python** — *Sep 2024 - Dec 2024*
- Developed a time series forecasting model on 2M+ household energy records, applying statistical techniques to uncover monthly consumption trends for energy optimization.

CERTIFICATIONS

IBM: Project Management Fundamentals
Google: Data Analytics Professional Certificate
Oracle: Database SQL Certified Associate