

# SANJANA ONTERU

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## EXPERIENCE

### Lore Health | Engine Lab

Remote, USA

Staff ML Engineer

July 2025 – Present

- Launched EngineLabs TeamsBot (Microsoft Teams) to replace custom request intake via DME; built n8n workflows that auto-route and execute IAM, project, and resource requests across GCP & Azure, cutting median request SLA and handling 100+ requests/month.
- Standardized IaC with reusable Terraform modules (projects, VPC, service accounts, BigQuery datasets, Azure RGs/SQL MI access) and PR-driven change management in GitHub.
- Hardened access flows (least-privilege, approval gates, audit logs): automated BigQuery dataset IAM, Azure SQL MI (community\_lore) access, and solved recurring AccessDenied / org policy / VPC-SC blockers with policy-as-code patterns.
- Contributed to ADRs (e.g., removing signup code requirement, streamlined signup data collection), internal playbooks, and onboarding guides that improved request clarity and reduced back-and-forth.
- Partnered cross-functionally with Security, Data, and Social Dynamics squads to align guardrails, approvals, and incident handling for infra changes touching production datasets.

### BARCLAYS BANK | COO Data Science, Modeling, and Analytics Team

Dec 2021 – June 2025

Business Analyst

Whippany, New Jersey

- Spearheaded transformative strategic initiatives, resulting in a £3M revenue increase through advanced forecasting models and a £10M cost-saving strategy, showcasing a strong ability to translate data into actionable insights.
- Developed and deployed Python-based automated QA scripts, analyzing over 1.5M customer service calls monthly to improve regulatory compliance and service quality.
- Leading the Quality Assurance Automation project, enhancing operational efficiency by transitioning reporting processes to Tableau and streamlining the dissemination of key performance indicators, including Agents Profanity Monitoring Dashboard.
- Played a key role in developing ML models for Barclays US Consumer Bank, designing end-to-end ML model pipelines and collaborating with cross-functional teams (Strategy, Marketing, Operations, Finance, Product) for successful model deployment.

### Analytics and Insights Team

- Utilized machine learning and statistical analysis to create sophisticated models for opportunity sizing, targeting, and optimization, driving strategic business decisions.
- Conducted in-depth user behavioral data analysis with SQL and Python, identifying patterns and opportunities to enhance customer interactions and satisfaction.
- Created dashboards and charts in Tableau and Alteryx, delivering data-driven recommendations, reports, and presentations to stakeholders, facilitating informed decision-making.
- Collected and integrated data from various sources (Oracle databases, AWS S3) using SQL, Python, and PySpark, generating custom reports for executives and stakeholders.

### CATERPILLAR, Remote

June – Sept 2020

Business Analyst Intern

- Accelerated migration plan for B2B and B2C clients by 20% through in-depth analysis of consumer behavior and formulation of an adoption strategy (utilizing Power BI).

## SKILLS

**Cloud Technologies:** AWS SageMaker, Redshift, Athena, S3, Lambda, Glue, EDP Cluster, GCP

**Languages & Tools:** Tableau, Python, SQL, SAS, Alteryx, R, Power BI, Google Analytics, MS Excel (VBA, @Risk, ME>XL), SPSS.

**Data Engineering:** Data Pipeline Design and Automation, Data Integration from Diverse Sources (AWS S3, Oracle Databases)

**Project Management & Collaboration:** Git, Confluence, Jira, Microsoft Office 365 (PowerPoint, Teams, SharePoint)

**Certifications:** AWS Certified Machine Learning – Specialty (Associate), Project Management Professional (PMP PMI), Lean Six Sigma Black Belt.

## EDUCATION

**Pennsylvania State University**, Smeal College of Business

University Park, Pennsylvania, USA

Master's - **Business Analytics** | GPA: 3.74/4.0

Graduation 2021

Master's - **Management and Organizational Leadership** | GPA: 3.13/4.0

Graduation 2020

**SRM University**, SRM Institute of Science and Technology

Chennai, India

Bachelor of Technology - **Information and Telecommunication Engineering**

Graduation 2018

## PROJECTS & ADDITIONAL EXPERIENCE

**Student Representative Head** | Directorate of Student Affairs – SRM IST

- Managed negotiations and budgets for 25+ events to raise \$41,000 funds for cultural events.

**Public Relations Head** | Engineers Without Border (NPO)

- Spearheaded an energy conference with 300+ attendees to raise funds for underprivileged students.
- Conducted nine programs focusing on Women Empowerment, Education and Air Quality in tribal communities.

(Please refer to my GitHub for additional technical projects: [github.com/Sonteru4](https://github.com/Sonteru4))

Currently holding an H1B visa with authorization to work for any employer in the United States