







# Rahul Ghantasala

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## Professional Experience

### Deliveroo

#### Operations Analyst

- Collaborated with 3+ departments to track 10+ service KPIs impacting over 500 employees..
- Handled sensitive user and asset-related data in compliance with internal standards and GDPR practices, ensuring secure processing and ethical reporting.
- Integrated data from ServiceNow, asset databases, and HR systems to align IT support workflows with employee lifecycle metrics and organizational OKRs.
- Facilitated cross-departmental alignment by defining performance metrics and reporting frameworks for stakeholder groups including HR, procurement, and compliance.

### Deliveroo

#### Service Management Trainee

05/2024 – 01/2025

- Analyzed hardware/software asset performance, aiding cost optimization strategies that reduced expenses by 12%.
- Built and maintained 4+ real-time dashboards, improving SLA compliance by 20%
- Managed weekly reporting cycles and chaired 10+ cross-functional meetings, accelerating IT-business alignment.

### Motiveminds Consulting Pvt Ltd

2023

#### SAP Analytics Cloud Intern

- Worked on **SAC Planning Models**, managing actuals, budgets, forecasts, and rolling forecasts.
- Developed three interactive SAC dashboards to visualize sales performance, enabling sales managers to identify underperforming regions; improved decision-making and allowed for a 15% increase in lead conversion rates.

## Projects

### Dynamic Customer Churn Prediction App

Python, Scikit-learn, XGBoost, SHAP, Streamlit, Groq (LLaMA), Git

This project is an intelligent, end-to-end **customer churn prediction dashboard** built with **Streamlit**, enabling dynamic retraining and prediction on any churn dataset uploaded by the user.

### Smart Maps ChatBot

AI-powered Conversational Assistant for Location-based Services

Built a Smart Maps ChatBot using Python & Streamlit that provides weather, traffic, food suggestions (based on mood), and distance info. Integrated Groq LLM for optional GPT-style conversations with a modern chat UI. Developed modular Python architecture for dashboarding, relevant to people analytics visualization.

### Youtube Assistant

Built an AI-powered tool using Groq and YouTube Data API to automate video title/description/tag generation, script writing, and channel performance tracking with interactive Streamlit dashboards and data visualizations. Built performance tracking module using Python/Streamlit mimicking HR reporting tools.

### AI Image Generator

Built an offline AI image generator using Stable Diffusion and Gradio, enabling prompt-based photorealistic image creation

## Education

### School Of Technology, GITAM University

2020 – 2024

B.Tech Computer Science (AI & ML)

Hyderabad

CGPA 8.73

## Skills

### Programming Language

Python(Numpy, Pandas, scikit learn)

### Databases/Tools

SQL, ServiceNow Platform Analytics, SAP Analytics Cloud




### Analytics

Data Analytics, PowerBi, Microsoft Excel

### AI

Machine Learning, Deep Learning, NLP, LLM's, AI Agents

## Certificates

- Forage Accenture Data Analytics and Visualization Virtual Experience 
- Forage Quantum Data Analytics Virtual Experience Program 
- Python for Data Science, AI & Development 

## Courses

### ServiceNow Performance Analytics Fundamentals

Now Learning