SARONI BHATTACHARYA

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EDUCATION

The University of Texas at Arlington, College of Business	Master of Science, Information Systems *(CGPA: 4/4)*	Expected December 2022
Institute of Engineering and Management, Kolkata	Bachelor of Computer Application *(CGPA: 3.3/4)*	August 2013 - August 2016

PROFESSIONAL EXPERIENCE

The University of Texas at Arlington, College of Business – *Graduate Teaching Assistant*   January 2022 - Present
Department of Information Systems and Management
- Business Statistics with Python Lab assistant under the supervision of Dr Koshy Joseph Vaidyan and Jennifer Hill.
- Assisting with grading, proctoring, sharing class updates and department administrative works.

DXC Technology - *Associate Professional Service Delivery Coordinator*   December 2019 - June 2021
Bangalore, India
- Developed multiple dashboards for Royal Dutch Shell, using PowerBI, by integrating data from multiple disparate data sources for proactive monitoring, reporting data insights and key performance indicators. Reduced potential risk areas of IT service outages by 70% and saved 50% of manual effort on monthly basis.
- Collaborated with cross-functional teams: Application/Service Owners, Crisis Manager and Business end users serving as the lead to ensure faster resolution of major incidents within specified SLA. Handled 100s of escalations and incidents with 100% proven SLA track record.

Dell EMC - *Sr Representative, Global Business Operations*   September 2017 - October 2019
Bangalore, India
- Implemented strategy for more efficient Asset Management and Reporting by gathering data from internal databases and business intelligence tools and build excel reports/dashboards for 40+ customers and on 100+ Asset Books.
- Proficient in delivering projects/sales reports (Asset Book/List) on EMC servers' configuration, with complete ownership and high accuracy score of 100% while maintaining turnaround time of 2 days per deliverable, to support the Pre and Post Sales Team for contract renewal, sales and generating revenue.
- Successfully completed 50+ deliverables, including performing quality checks of peer's reports and coordinating with project leads and field leads.

ACADEMIC PROJECTS

Fraud Detection in Insurance Claim   Fall 2021
- Created a predictive model using Logistic Regression (Stepwise) in SAS miner to calculate probability of a filed claim being fraud.
- Conceptualized using Box plot to divide result in 4 quartiles and set the threshold for claims that need manual intervention.

Retail Revenue Prediction Model   Fall 2021
- Developed linear regression model in Python to analyze different parameters to predict revenue generation for starting a Retail Store.

TECHNICAL SKILLS

- Expertise Areas: MS Suite, Data Visualization, Data Analysis and Reporting, Regression Models, Data mining
- Programming Languages: Python, SQL, R, Visual Basic, Java, C++
- Tools and Technologies: Tableau, PowerBI, RStudio, SAS Miner, GitHub, ServiceNow, SAP ERP Central Component, Oracle Business Intelligence Enterprise Edition (OBIEE)

ADDITIONAL INFORMATION

- DXC Technology Quarter 3 2020 Champs award winner
- Data Science Toolbox (Fundamentals) with R, R Programming and Getting & Cleaning Data – Coursera, John Hopkins University online platform (with peer reviewed projects on GitHub) (2020)
- Certified as Dell EMC Associate, Information Storage and Management Version 3.0 (2018)
- Summer internship in Web page and application development using PHP, HTML and Javascript (2015)
- Elected vice-captain in school (2009-2010). Active member of school cultural and sports group. (2001-2013). BLISS member of event organizer committee at workplace. (Dell EMC 2017-2019)
- Indian classical dance (Bharatanatyam) workshop conducted by Guru Thankamani Kutty (2004)