

# Sonali Raj Sonal

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## TECHNICAL SKILLS

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**Languages:** Python (Pandas, NumPy, matplotlib, Seaborn, Scikit), SQL, R, SAP ABAP      **Cloud:** AWS, SAP HANA  
**Software/Tools:** Jupyter, RStudio, MS-Excel (Pivot Tables, VLOOKUP, Macros, VBA), JIRA, ITAM, ServiceNow  
**Databases:** MySQL, Oracle, SQL Server  
**Reporting:** Tableau, ETL (SAP Data Services), Qualtrics, Google Analytics, PowerPoint  
**Advanced Statistics:** Hypothesis testing, Linear/Multiple Regression, Anova, Probability, A/B testing  
**Machine Learning:** Decision Tree, Linear & Logistic Regression, Random Forest, SVM  
**Certification:** Agile basics Certified, Tableau, SQL, R, Google Analytics  
**Soft Skills:** Skilled Orator, Solutionist, Leadership, Investigative, Ownership

## WORK EXPERIENCE

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Infosys Limited, Pune, India

November 2017 - June 2021

**Senior Business Data Analyst/Senior Systems Engineer (Client: Eli Lilly, USA)**

- **Automated** invoice creation: used **ETL** tool to build a **data pipeline** Triggered workflow in the ECC system saved an estimated workload by **20% weekly and won Infosys Insta award**
- Executed Root Cause Analysis (**RCA**) to investigate, document, provide preventative solution of quotidian **50+** tasks with level **1,2** priority and delivered it in specified timelines of **2/6** hours which reduced downtime by almost **20%**.
- **Archived cuts in SLA** by almost 30% by **automating** the reporting of the incidents and tasks owners using python script to populate **excel**.
- Refined customer satisfaction rate by **20%** by providing effective problem resolution mentoring for 6+ new employees in a **6-month** period timeline.

**Business Data Analyst/ Systems Engineer (Client: Telstra, Australia)**

- **Curtailed** quotation tickets by designing tool that fixed the inconsistencies through a custom **python** functionality with secured access which freed **10k AUD** from operational budget, showcased as **Infosys Being the navigator** talent.
- **Yielded** ER diagrams, **data models**, requirement elicitation and 3NF table queries that required collaboration of **10** cross functional team
- **Automated** customer data cleaning process using reporting and **SQL** scripting which reduced time consumption by **40%** monthly.

## PROJECTS

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**SQL Server Consumer Data Archive**

(Skills: SQL, MySQL, excel)

- Authored business rules, ER Model for the **customer portfolio** of a s company prototype, converted it into relational model, normalized 20 tables with **150,000** rows to optimize processes by **10%**

**Airline Stocks Correlation Prediction**

(Skills: Data Analytics, Python, Tableau)

- Scrutinized over **3 Lakhs records** of airline delays using python to predict the correlation between the stocks of the airline and the delay, visualized it in tableau to **minimize** delays and **maximize** stocks

**Sentiment Analysis on Fine Food Reviews**

(Skills: Python, SVM, Regression, NLP)

- Developed Naive Bayes', Logistic Regression, SVM models in Python to classify into positive & negative customers food review, obtained more than **94%** accuracy on validation

**Dashboard Airline Delay Prediction**

(Skills: Data Visualization, Tableau)

- Fabricated a **dashboard** in tableau to show potential delays of airline in USA, the top **10** airports with minimum delay time, carried delays for **recommending** potential routes, delay rectification

## ORGANIZATIONS AND LEADERSHIP EXPERIENCE

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Data Science Club UTD

September 2021 - present

- **Training/Public Relation officer:** Regulated technical workshops, public relation management, marketing

Infinity Lions Club UTD Dallas: Charity Events Coordinator

September 2021 - present

- **Charity Event Coordinator:** Administered charity events resulting in society improvement

## EDUCATION

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The University of Texas at Dallas, Dallas, TX

August 2021 - June 2023

Master of Science, Business Analytics (Major: Data Science)

4.0/4.0 GPA

Northern India Engineering College, Delhi, India

September 2013 - June 2017

Bachelor of Technology, Information Technology

3.8/4.0 GPA