Abhigyan Ghosh

g.abhigyan@gmail.com | Tel: +1 (574) 340-7240 | www.linkedin.com/in/abhigyan-ghosh | GitHub: https://github.com/Cigas2377

EDUCATION

University of Notre Dame, Mendoza College of Business   **Notre Dame, IN**
Master of Science in Business Analytics (Cum Laude)   Aug 2024 - May 2025

Manipal University, Manipal Institute of Technology   **Manipal, India**
Bachelor of Technology - Civil Engineering, Minor Specialization - Business Administration (GPA: 3.3)   May 2014-2018

PROFESSIONAL EXPERIENCE

Notre Dame Research   **Notre Dame, IN, USA**
Business Intelligence Analyst   Nov 2024 – Present
- Managed a cross-functional project to analyze employee attrition trends, coordinating data gathering and time series forecasting to deliver strategic recommendations that informed retention initiatives.
- Led development of executive dashboards for research administration, integrating SQL-driven data pipelines and Tableau visualizations to reduce reporting time by 30% and enhance leadership oversight of grant and operational metrics..

Pikndel Logistics   **New Delhi, India**
Manager & Head of Analytics   Mar 2023 – July 2024
- Led a team of 6 area managers to design a tailored scoring matrix for field executives by employing advanced statistical methodologies, resulting in a 40% reduction in delivery pendency
- Improved First Attempt Delivery Rate (FADR) by 20% and achieved 25% reduction in transportation cost by integrating with 3P route optimization API for AI-powered planning, real-time tracking, and end-to-end visibility
- Designed and implemented BI dashboards for delivery orchestration and capacity management, improving operational visibility and facilitating proactive decision-making based on real-time data

SanMig Sports   **New Delhi, India**
Analytics Consultant   Mar 2022 – Feb 2023
- Led the product strategy & implementation of POS systems for e-invoicing, cataloging and SKU classification, thereby reducing checkout times by 20%; increased sales by 12% by introducing an online sales channel
- Designed a digital marketing strategy leveraging Meta Ads Manager, running targeted omni-channel campaigns to deliver personalized recommendations; drove a 40% increase in engagement and 20% upliftment in conversion rates across digital platforms
- Implemented digital transformation roadmap and defined KPIs for business growth and customer satisfaction, leading to 25% increase in operational efficiency and 10% improvement in customer retention

Dell Technologies (Dell Global Analytics)   **Bangalore, India**
Sr. Business Intelligence Analyst   Feb 2019 – Dec 2021
- Conceptualized a unified platform to estimate future sales pipeline by analyzing historical pipeline and adjusting parameters for COVID-19 related disruptions for the $25B North America Client business
- Deployed time series forecasting models like ARIMA & Prophet on Python, improving inventory planning for unplanned demands, reducing stagnant deals by 18% and increasing lead-to-opportunity conversion rates by 10%, enabling the sales strategy team to navigate reactionary market fluctuations during COVID-19

Business Intelligence Analyst
- Designed a 'Recommendation Engine' by employing unsupervised Machine Learning algorithms to segment customers based on buying power and enable sales representatives to engage in targeted customer discussions
- Optimized data flow by utilizing SQL, integrating marketing and finance data marts, and employing SSIS for ETL and DFT automation packages. Connected data to Power BI dashboards to assess recommendations' impact on 1100+ sales reps across 4 North American segments

Total Environment Building System   **Bangalore, India**
Senior Executive, Customer Experience Manager   May 2018 – Jan 2019
- Led end-to-end rollout of a SaaS portal for customers, streamlining post-sales communication and reducing customer inquiries by 60%, while driving a 30% increase in satisfaction (cNPS)
- Mapped customer journeys and analyzed feedback trends to uncover process gaps, driving cross-team solutions that streamlined operations and increased customer referrals.

SKILLS & INTERESTS

- Business Analytics, Data Visualization, Data Warehousing, Data Migration, Machine Learning, Advanced Statistical Analysis, Performance Analysis, Time Series Analysis, Unstructured Data Analysis
- Tools: Python, SQL, R, Tableau, PowerBI, MS Excel, Office 365. Jira, Asana, Trello