**ANAND JHA**

[anandjha@umich.edu](mailto:anandjha@umich.edu) | 248-403-4907 | [LinkedIn](https://www.linkedin.com/in/anandj25/)

**EDUCATION**

**University of Michigan Dearborn Aug 2023 – Apr 2025**

Master of Science [M.S] in Data science **GPA - 3.90**

***Relevant coursework****: Big Data Analytics | Data Mining | Database systems | Artificial Intelligence (AI) | Deep Learning | Security in wireless networks.*

**Hitkarini College of Engineering, India July 2015 – July 2019**

Bachelor of Engineering in Computer Science  **GPA- 3.52**

**TECHNICAL SKILLS**

* **Core Competencies:** Data Analysis, Data Modelling, Machine Learning, Data Mining, Statistical Analysis, ETL.
* **Programming Languages:** SQL (MS SQL, MYSQL), Python (NumPy, Pandas, PySpark, Scikit-Learn, TensorFlow, Keras).
* **Data Visualization:** Power BI (including Power Query, DAX, Data Modelling), Tableau, Alteryx.
* **Cloud Platforms:** AWS (S3, AKS, Glue), Google Cloud Platform.
* **Development & Operations:** Agile Methodologies, SDLC, IT Operations, Linux.
* **Software and Tools:** SSIS, Google AI Studio, Microsoft Office Suite (Advanced Excel), ServiceNow, Jira.

**PROFESSIONAL EXPERIENCE**

**ACCENTURE – Infra Business Analyst (Bangalore, India)Aug 2019– July 2023**

* Achieved **100%** SLA compliance and elevated quality across IT Ops teams, serving as key resource for diverse clients.
* Designed and maintained **SQL**-based ETL packages using **SSIS**, developing custom scripts and jobs to automate data extraction, transformation, and loading, optimizing the ETL process by **15%**, ensuring high efficiency and accuracy.
* Developed and refined **Power BI** dashboards for IT Ops teams, which accelerated ticket resolution by **20%** through real-time insights. Employed Power-Query for data cleaning, modeling and DAX for calculated columns & measures.
* Devised data-driven forecasting models that accurately projected incident volumes, optimizing resource allocation.
* Utilized Python to clean, transform large datasets, and automate workflows, achieving substantial efficiency gains.
* Leveraged **ServiceNow** as a ticketing tool for managing incidents and creating detailed reports to analyze trends.
* Utilized advanced **Excel** functions to conduct detailed analyses of extensive ticket data from the IAAS teams.
* Implemented Python automation scripts that led to **$40k** annual savings and reduced filesystem alerts by **95%.**
* Optimized process efficiency by **22%** by implementing Python scripts for application monitoring and log analysis.
* Led a six-member team on a dashboard project, orchestrating requirement gathering and strategic execution.

**PEOPLECLICK TECHNO SOLUTIONS – Data Analytics Intern (Bangalore, India) Mar 2019 – Aug 2019**

* Engineered health-tracking dashboards for digital platforms, boosting system reliability and performance by 15%.
* Applied SQL and Python machine learning libraries to perform analytics, fostering data-driven decision-making.

**PROJECTS**

* **Predictive Model for Heart Stroke Identification:** Developed a machine learning model using Python with a 95.2% accuracy rate, facilitating early diagnosis of heart stroke and pinpointing critical risk factors.
* **Power BI Dashboards for Bike Manufacturer:** Designed Power BI dashboards that optimized sales tracking and inventory management, leveraging Power Query and DAX to enhance data analysis and operational efficiency.
* **Product Recommendation System:** Engineered a product recommendation system processing 8 million Amazon data rows with Spark, achieving an RMSE of 0.13 and substantially enhancing customer experience.
* **Customer Churn Prediction:** Analyzed a telecom dataset using Python, Tableau and machine learning techniques, achieving **87%** accuracy, and enabling customer retention strategies.
* **Chatbot for University of Michigan:** Leveraged the Gemini API and Python, incorporating Retrieval Augmented Generation (RAG) and fine-tuning techniques, which increased user interaction by **15%.**

**CERTIFICATIONS AND ACCOMPLISHMENTS**

|  |  |
| --- | --- |
| * Microsoft Certified AZ-900 Professional. * Power BI for Business Intelligence certified. * SQL Bootcamp Certified. * Torch Bearer Award at Accenture. | * Oracle Cloud Fundamentals certified. * Foundations of Machine Learning certified. * Global Innovation Award at Accenture. * SPOT Award for delivery excellence. |