ANIL JOSHI

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SUMMARY

Highly motivated, passionate, and result-oriented Data Analyst with 1.5+ years of strong experience looking to utilize Data Wrangling, Exploratory Analysis, Visualization and Dashboarding skills in multiple data-driven projects at Microsoft to turn data into meaningful business insights. Seeking a full-time Data or Business Intelligence Analyst opportunities in technology companies.

TECHNICAL SKILLS

Tools: Tableau, SQL, Power BI, Kusto, Python (Pandas, NumPy, Matplotlib, Plotly), R, MS Excel (Pivots, Lookup, VBA), SAS
Certifications: Certified Tableau Desktop Specialist (Jan 2020), Microsoft Certified AZ-900: Azure Fundamentals (Apr 2020)

WORK EXPERIENCE

Data Analyst, Microsoft (Contract), Redmond, WA   May 2020 – Present
Aspect Based Sentiment Analysis (ABSA) of customer surveys
- Built multiple ABSA models using Data Mining techniques in spaCy and NLTK to efficiently review thousands of global customer surveys, initiate proactive/reactive customer services and reduce review time from hours down to minutes per case.

Top Enterprise Customer Invoice Monitoring Dashboards
- Designed, developed, and maintained multiple executive-facing Power BI dashboards, built business cases for decision-making and proactively captured missing invoices of more than $10 million in the first three months of project implementation.
- Used advance SQL and Kusto queries to extract, manipulate and analyze large volumes of multi-dimensional data, calculated KPI metrics and created executive reports to evaluate performance and reduced missing invoice escalations by up to 40%.

Bug Management and Process Improvement
- Triaged, transferred, and closed an average of 150 bugs and service requests per month in Azure DevOps by working closely with multiple product, engineering and UX design teams to improve global customer satisfaction by 8% to an 18-month high.
- Performed Root Cause Analysis for cases with high Customer Pain Time (CPT) by working with non-technical business stakeholders and audiences, and proposed changes to engineering teams to bridge system gaps and reduced CPT by 13%.

Project Manager – Machine Learning in Education, Quadrat Academy, Philadelphia, PA   Jan 2020 – Jul 2020
- Assisted in creating monthly, quarterly, and yearly surveys for 20 students for automated data retrieval, manipulation, and analysis, and trained a logistic regression model that predicted high school students' performance with 85% accuracy.
- Initiated partnerships with 2 local universities to conduct research and experiments on student behavior and learning patterns.

Technology Lab Coordinator, Drexel University, Philadelphia, PA   Oct 2019 – Mar 2020
- Trained 100+ undergraduate seniors to use advanced Excel, Tableau, SQL, and Python to complete their capstone projects.

Business Transformation Intern, Axalta Coating Systems, Philadelphia, PA   Jun 2019 – Dec 2019
- Created 6 data relevancy and quality dashboards in Tableau for data governance by working with Data Architects, Business Stakeholders, and technology leads, and reported business insights to the Vice-president of Business Transformation.
- Completed text analysis of Axalta Twitter by using content and sentiment analysis in R to understand customer response to new products/services and provided recommendations to increase engagement by 10% to the Chief Communication Officer.

EDUCATION

Drexel University Master of Science in Business Analytics, Philadelphia, PA   Mar 2020
Samford University Bachelor of Science in Business Administration (Finance), Birmingham, AL   May 2016

PROJECTS

Cost Efficiency and Route Optimization, Comcast
- Performed quantitative analysis on telematics and fuel data in R using predictive modeling with regression, used variance analysis to understand seasonal fuel usage and proposed measures to reduce fuel and maintenance costs by 5.8% annually.

Prediction of Chronic Kidney Disease (CKD), Drexel University
- Built multiple logistic regression models in R and cross-validated them in training set of 6000 patients to predict cases of CKD in test set of 2800 patients with about 91% accuracy and minimized cost.

Sentimental Analysis of Music App Reviews, Drexel University
- Processed reviews of 38000+ Amazon, Pandora and Spotify music apps in R and analyzed sentiments using Natural Language Processing (NLP) and examined in detail review spikes during holidays, app updates and other major periods.

LEADERSHIP AND AWARDS

Co-Founder/Vice-President, Drexel Career Cornerstone Group, Drexel University   Oct 2018 – Jun 2020
- Organized 15 skill development and networking events for students and data professionals with 50+ average attendees.
- Received Impact and Service Award for initiatives taken to increase student engagement and expand university outreach.