

Ashutosh Singh

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EDUCATION

University of Cincinnati, Carl H. Lindner College of Business, Cincinnati, Ohio Expected August 2020
Master of Science in Business Analytics **GPA: 4.0/4.0**

- **Relevant Coursework:** Statistical Methods, Probability Modelling, Big Data Integration, Data Management, Data Visualization, Data Mining, Applied Linear Regression, Optimization, Time Series & Forecasting.

Indian Institute of Technology Patna (IIT Patna), Patna, India August 2017
Bachelor of Technology, Chemical Science and Technology **GPA: 8.63/10**

SKILLS

- **Analytical Tools:** R, Python, MS SQL Server, Tableau, SAS, MS Excel, Spark
- **Statistical Techniques:** EDA, Hypothesis Testing, Classification, Regression, Clustering and Forecasting Models
- **Other:** Software Development, Dashboards, Reporting, Requirements Gathering, Agile Methodology

EXPERIENCE

Ameritas, Cincinnati, Ohio January 2020 - April 2020
Data Science Student Consultant – Customer Experience

Partnered with the Customer Experience (CX) team of Ameritas to improve customer retention for their Index Universal Life (IUL) insurance product

- Identified key factors driving the customer churn by performing EDA and feature engineering on 50K+ policy records for the 10-year period
- Built customer churn prediction algorithm using supervised learning techniques and achieved 80% accuracy in identification of actual lapsed policies
- Proposed recommendations to Senior executives/Marketing team about forecasted annual savings of \$0.44M and \$4K in terms of premiums and marketing costs based on the model results

Napier Healthcare, Hyderabad, India July 2017 - June 2019
Analytics Engineer

- Cleaned and Analyzed 10K+ clinical records to identify key trends in patient vitals, care plans for a Long-Term Care Product and communicated the same with the Product Management team using dashboards and reports
- Developed Nursing dashboard displaying quantitative metrics, KPIs and actionable items for the Nurses using SQL/T-SQL and Java APIs and integrated it with HighCharts in the frontend (UI/UX)
- Designed Stored Procedures, triggers, APIs and optimized the existing ones to speed up the medical screening process for the air traffic license applicants improving overall efficiency by 30% (15 min to 12 min)
- Researched and Developed customer feedback system (Likert Scale) for an existing product to assist the business team with customer satisfaction metrics and highlight key improvements in the medical screening process
- Reduced the time required for billing and EMR report generation by 25% by consolidating all the existing business user reports into a single user interface

PROJECTS

- **Profitable Rental Areas Identification using R and Tableau:** Carried out EDA and performed feature engineering on the Airbnb and Zillow data to identify the most profitable zip codes for short-term rental investments in NYC.
- **S&P 500 Time Series Forecasting using R:** Built a RShiny application displaying the forecasted prices of stock indexes like Amazon, Google etc. by using ARIMA method on historical stock prices data.
- **Customer Segmentation Analysis with Python:** Performed quadrant-based analysis and k-means clustering on customer-level data to identify different groups on the basis of their RFM (Recency-Frequency-Monetary) score.

HONORS & ACTIVITIES

- Awarded **Institute Silver Medal** for graduating with the highest GPA in my Bachelor's Degree at IIT Patna