BHAKTI PATRAWALA

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EDUCATION

Indiana University, Bloomington <div align="right">GPA - 3.70/4.00</div>
Master of Science in Data Science <div align="right">August 2022 - May 2024</div>

Mumbai University <div align="right">GPA - 8.53/10.00</div>
Bachelor of Engineering Electronics & Telecommunications <div align="right">July 2015 - May 2019</div>

TECHNICAL SKILLS

Applications:	Tableau, PowerBI, R Studio, AWS, Alteryx, Microsoft Office 365, ServiceNow, JIRA, Confluence
Programming Languages:	Python, R, C, Java, HTML, CSS
Databases:	PostgreSQL, Couchbase Cloud Database, Neo4J, Microsft SQL Server, MySQL
Frameworks:	Tensorflow, Pytorch, Pandas, Numpy, Scikit-Learn, Postman API, Agile, JDBC, Selenium
Certifications:	Tableau Desktop Specialist, Alteryx Designer Core

EXPERIENCE

Associate Software Engineer - Quality Assurance Analyst April 2021 - May 2022
Larsen and Toubro Infotech Limited (Mindtree) Mumbai, India

- Reduced post-deployment smoke testing duration for the client application from two working days to three hours, resulting in an 87.5% reduction in testing time by automating previously manual test cases with Selenium.
- Spearheaded the mentorship, training, and supervision of a team of 5+ members in application deployment, bug investigation, application testing, and test case automation, driving excellence across these domains.
- Enhanced operational efficiency by 43% using Atlassian Jira and Confluence to document bugs and incidents, prioritize tasks based on client and end-user feedback and monitor progress throughout the development life-cycle, while also effectively communicating investigation procedures and resolutions/workarounds to end users
- Strategically prioritized new functionalities and bug fixes for upcoming releases by utilizing advanced Microsoft Excel analysis of ServiceNow tickets and collaborating with cross-functional teams and client analysts.

Software Engineer - QA/DBA August 2019 - Mar 2021
Larsen and Toubro Infotech Limited (Mindtree) Mumbai, India

- Executed end-to-end deployment processes for mobile and web applications, aligning back-end and front-end components seamlessly, for a specialized Java full-stack application tailored for offshore oil rig operations
- Achieved zero Service Level Agreement (SLA) breaches by promptly addressing 75% of incidents on the day of arrival using the Service-Now ticketing system
- Collaborated internationally to investigate,conduct root cause analysis and resolve application bugs, resulting in a 30% reduction in reported issues and an 80% improvement in application stability
- Provided timely workarounds to users and accomplished a notable 93% reduction in application downtime within 5 months by promptly investigating and addressing application-related bugs, utilizing Postman API, Microsoft SQL Server Management Studio, and NoSQL document databases, alongside server log analysis
- Developed comprehensive test cases to cover various scenarios and conducted post-deployment manual smoke testing of the application, supplemented by thorough regression, compatibility, integration, acceptance, and API testing, ensuring robustness and reliability

PROJECTS

Analyzing Nursing Home Care Quality and Aging Demographics Across USA: Tableau Link March 2024-May 2024

- Developed a comprehensive Tableau data story with 5+ interactive dashboards to analyze nursing home quality and aging demographics across the USA, leveraging Python, Alteryx Designer, and Excel for thorough data pre-processing to enhance insights and trend analysis

Food Blog Web-Application using Amazon Web Services: February 2023 – May 2023

- Leveraged AWS services such as AWS S3, Elastic BeanStalk (EBS), RDS and CodePipeline to deploy, manage and scale the web application, ensuring low latency and high availability for a positive user experience
- Performed data modeling and implemented the database schema for a food blog app using Amazon RDS (MySQL)

Twitch Social Network Analysis: February 2023 – May 2023

- Employed link prediction, clustering, and classification to analyze Twitch social network dynamics, achieving high classification accuracy for Twitch streamers using Graph Convolution Network (GCN) and Graph Sage models.

Home Credit Default Risk Kaggle Competition Project: October 2022 – December 2022

- Utilized Python's Jupyter Notebook with Scikit-learn, PyTorch, and NumPy, achieving a peak 92% accuracy.
- Employed Exploratory Data Analysis, feature scaling/selection, hyper-parameter tuning, and algorithms like logistic regression, decision tree, random forest, and XGBoost