

BHAKTI PATRAWALA

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EDUCATION

Indiana University, Bloomington

Master of Science in Data Science

May 2024

GPA - 3.7/4.0

TECHNICAL SKILLS

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

EXPERIENCE

Senior Consultant - Volunteer

Hoosier Community Network (HCN)

July 2024 - Present

Bloomington, Indiana

- Enhanced client onboarding by engaging with 25 business owners at SBDC events and leveraging strong communication and relationship-building skills, resulting in a 76% success rate
- Delivered improved user-friendliness, intuitiveness, and standardization of Tableau and Power BI visualizations by advising 5+ teams on best practices for dashboard design, resulting in more consistent and impactful data presentations
- Engineered data extraction scripts using the Scrapy Python library, scraping over 20,000 web pages from open-source data platforms and stored the cleaned data in a PostgreSQL database
- Automated ETL processes using Alteryx Designer and Tableau Prep, efficiently extracting, transforming, and loading data from multiple sources, leading to a 48% reduction in manual data handling time
- Designed and implemented Tableau visualizations for transformed data, uncovering actionable insights that enhanced decision-making, contributing to a 27% improvement in business process efficiency

Software Engineer - Quality Assurance Analyst

Larsen and Toubro Infotech Limited (Mindtree)

April 2020 - May 2022

Mumbai, India

- Streamlined post-deployment smoke testing from two days to three hours, achieving an 87.5% time reduction by automating test cases with Python and Selenium
- Devised and executed comprehensive test cases, including smoke, regression, compatibility, integration, acceptance, and API testing, ensuring application robustness and reliability
- Achieved a 93% reduction in application downtime within 5 months by promptly resolving bugs using Postman API, SQL Server, NoSQL databases, and server log analysis, while providing timely user workarounds.
- Optimized operational efficiency by 43% by implementing AGILE practices in Atlassian Jira and Confluence to document, prioritize, and resolve bugs, while effectively communicating solutions to end-users
- Orchestrated new features and bug fixes for upcoming releases by conducting advanced Excel analysis of ServiceNow tickets and collaborating with cross-functional teams and client analysts

Associate Software Engineer - Database Administrator

Larsen and Toubro Infotech Limited (Mindtree)

August 2019 - April 2020

Mumbai, India

- Executed end-to-end deployment processes for mobile and web applications by 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 ServiceNow ticketing system
- Collaborated globally to conduct root cause analysis and resolve application bugs, achieving a 30% reduction in reported issues and an 80% improvement in application stability.
- Spearheaded the 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

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)