BHAKTI PATRAWALA

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EDUCATION

Indiana University, Bloomington — May 2024
Master of Science in Data Science — 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 — July 2024 - Present
Hoosier Community Network (HCN) — Bloomington, Indiana

- Engaged with 25 business owners at SBDC events, leveraging strong communication and interpersonal skills to onboard clients and contribute to a 76% team success rate
- Boosted revenue growth by $50K, as measured by improved sales performance, by automating KPI dashboards in CRM and enabling business stakeholders to identify sales opportunities faster
- 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 — April 2020 - May 2022
Larsen and Toubro Infotech Limited (Mindtree) — 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
- 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
- Optimized operational efficiency by 43% using 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 using advanced Excel analysis of ServiceNow tickets and collaboration with cross-functional teams and client analysts

Associate Software Engineer - Database Administrator — August 2019 - April 2020
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 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.
- 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.
- Devised and executed comprehensive test cases, including smoke, regression, compatibility, integration, acceptance, and API testing, ensuring application 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)