

# Kritika Jajoo

jajoo@usf.edu | 8135399688 | <https://www.linkedin.com/in/kritika-jajoo-1120a4163/>

## PROFESSIONAL SUMMARY

- 3 years of experience in Business Analysis, Data Analytics, ETL, data engineering, data warehousing, Business Intelligence development, agile methodology and IT Project Management.
- Proficient in using Python, SQL, R, Tableau, Power BI Advanced Excel (Pivot tables, SUMIF, VLOOKUP) to collect, aggregate, analyze; report business data to deliver predictive and prescriptive actionable insights.

## EDUCATION AND HONORS

**University of South Florida, Muma College of Business, Tampa, Florida** Expected 05/2023  
Master of Science, **Business Analytics and Information Systems** (GPA: 3.74/4.0)

**Rajiv Gandhi Prodyugiki Vishwavidyala, Bhopal, India** 06/2013-06/2017  
Bachelor of Engineering, Information Technology (GPA: 8.06/10)

## TECHNICAL EXPERTISE

- **Programming languages:** Python (NumPy, Pandas, Matplotlib), R, JavaScript, HTML
- **Databases/Tools:** MySQL, SQL Server Management Studio, SSRS, Microsoft Azure, Google Big Query
- **Analytical Tools:** Tableau, Power BI, Microsoft Office (Outlook, Word, Excel and PowerPoint), Jupyter Notebook
- **Tools:** Dell Boomi, DataStage, Service Now, Postman, SharePoint, JIRA, Visual Studio, Visio

## PROFESSIONAL EXPERIENCE

**Revenue Operation Analyst Intern, Pregis LLC, Chicago** 09/2022-12/2022

- Collaborated with stakeholders to identify manufacturing analytical requirements and translate it into compelling user stories.
- Developed custom dashboards in **Power BI** to track **Key Performance indicators** (KPIs) on sales pipeline data, inventory data, and customer purchase data.
- Performed sales volume analysis to proactively identify decreasing trends and developed well informed forecast for growth opportunities, resulted in 12% increase in sales from 30 accounts.
- Articulated and communicated business requirements into deliverables reports with adherence to defined policies.
- Updated internal documentation with data references to establish standard quality check and planning procedures to manage data and analytics consistently.

**System Engineer (Data Analyst), Tata Consultancy Services, Pune, India** 01/2019-08/2021

- Collaborated with cross functional teams to elicit healthcare project requirements, captured business needs & draft functional requirements document using **Lucid charts**.
- Soundly executed the steps associated with data extraction and manipulation using **python** and **excel** functions to maintain data flow & integrity between internal systems.
- Developed and managed deployment of **(ETL)** processes in dev, stage and production environments using **JIRA**.
- Compiled datasets from multiple systems, review source to target mappings, to ensure data is properly procured.
- Created and modified **SQL** queries by applying optimization to decrease batch processing time by 20%.
- Performed User Acceptance Testing **(UAT)** and ensure technical implementation is in parity with the quality requirements.
- Generated ad-hoc reports using **Excel** functions, and custom executive dashboards to summarize analytical findings.
- Prepared a **Power BI** report to track incident requests in **ServiceNow** ticketing systems, led to decrease monthly incident count by 25%.
- Assisted in troubleshooting and proposes recommendations for system enhancements, performed root cause analysis to ensure continuous improvement of the system.
- Prepared documentation on data roadmap, and process flows utilizing **Scrum** practices and **Agile** values.

## ACADEMIC PROJECTS

**Rental application database Management:** Built logical data models that describe all the data and relationships between various data sets in relational database. Created **SQL** server reports using **SSMS**.

**Loan prediction approval model using machine learning:** Developed a prediction model using python and data bricks for the status of a loan application whether it gets approved or not. Evaluate four different predictive models and concluded Logistic Regression as best model with an accuracy of 82.5%.

**Startup Analysis:** Built **Power BI** interactive visualization dashboard by performing exploratory analysis to provide interesting insights about valuation and count of unicorn startup companies and their growth rate by different industry

and countries in recent years.