

DHEERAJ SHETTY

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PROFESSIONAL SUMMARY

Results-driven Business Analyst with 3+ years of experience in data analysis, cross-functional collaboration, and operational improvements. Skilled in SQL, Excel, Tableau, and translating business requirements into actionable insights. Experienced in supporting strategic initiatives, change management, and large-scale data analysis to optimize business processes and drive efficiency.

EDUCATION

Master of Science in Business Analytics and AI

American University, Kogod School of Business

Relevant Coursework: Predictive Analytics, Database and Big Data, BI, Applied Statistics, Python, Business Process Analysis

Expected Dec 2025

Washington, DC

Bachelor of Management Studies

University of Mumbai

Relevant Coursework: Business Statistics, Research Methods, Strategic Management, Marketing Management

Oct 2020

Mumbai, India

TECHNICAL SKILLS

Data & Analytics: SQL (MySQL, MSSQL, PostgreSQL, RedShift), ETL, Excel (VBA), Large dataset analysis, pipelines

BI Tools: Tableau, Power BI, Looker Studio

Databases & Cloud: SQL Server, MySQL, PostgreSQL, MongoDB, AWS, Snowflake

Programming: Python, R, Spark, Alteryx, Git, Jira, sFTP

Analytics: Predictive Modeling, Regression, Data Cleansing, Root Cause Analysis, Ad-hoc Analysis, Self-Service Analytics

Business Skills: Requirements Gathering, Stakeholder Communication, Agile, Documentation, Change Management,

PROFESSIONAL EXPERIENCE

Amazon Development Centre India - Senior Vendor Operations Associate

May 2021 – July 2024

- Wrote complex SQL queries (MySQL, MSSQL) to compile and analyze very large datasets (500K+ records)
- Built Tableau dashboards to track KPI for 100+ vendors; improved SLA compliance by 30% through root-cause analysis
- Developed 50+ test cases to validate data quality and outcomes; identified 95% of discrepancies pre-deployment
- Partnered cross-functionally with operations, IT and supply chain, to define requirements and scope for strategic initiatives

American University - Workday Technology Analyst Intern

June 2025 – Present

- Executed SQL queries and ETL processes to compile, validate, convert 100K+ ERP records using complex Excel macros
- Drafted technical specifications defining business requirements documents for 8 integrations under the guidance of PMs
- Facilitated cross-functional Agile sessions and contributed to data governance improving integrity by 25%

American University - Event Data Coordinator

Dec 2024 – Aug 2025

- Built automated workflows, reducing manual effort by 40%, saving 120 staff hours annually to enable faster business reviews
- Designed Tableau dashboards that served as self-service tools for event trend analysis across 100+ university programs

RELEVANT PROJECTS

- Dynamic Stock Analysis Tool — Python-based financial analytics with visualizations
- Worldwide Metro Performance Analysis — Time-series forecasting & SQL analysis, compiled 2M+ records dataset
- Dell P2S Licensing Project — Analyzed quote-to-cash using SQL, defined requirements for workflow improvements

LEADERSHIP & RECOGNITION

- **President, Analytics Club** - Organized a Datathon with 75+ participants, managed technical skills workshops across campus
- **Kogod Graduate Ambassador** - Guided 50+ prospective students on academic and career pathways
- **Recognized Change Champion** for process adoption at Center for Faculty Excellence, American University