

# DHEERAJ SHETTY

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## EDUCATION

**American University, Kogod School of Business**

**Washington, DC**

*Master of Science in Analytics*

*Expected Dec 2025*

Coursework: Applied Managerial Statistics, Database and Big Data, Business Intelligence, Python, Predictive Analytics with ML

**University of Mumbai**

**Mumbai, India**

*Bachelor of Management Studies*

*Oct 2020*

Coursework: Business Statistics, Principles of Management, Strategic Management, Business Research Methods

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## SKILLS

**Data Analysis and Visualization Tools:** Power BI, Tableau, Microsoft Office, Gliffy, Looker Studio, Google Analytics, Git and Jira

**Programming Languages:** R, SQL, and Python

**Database Management Systems:** Microsoft SQL Server, MySQL, Oracle, NoSQL, DynamoDB, PostgreSQL and MongoDB

**Machine Learning Algorithms:** Regression, Clustering, Decision Trees, Neural Network, PCA, kNN and Random Forest

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## WORK EXPERIENCE

**Center for Teaching, Research and Learning (CTRL) at American University**

**Washington, DC**

*Event Data Coordinator*

*Dec 2024 - Present*

- Designed an event registration database, utilizing SharePoint Designer and InfoPath to automate data entry workflows
- Developed interactive dashboards to visualize attendance trends and enhance event planning, ensuring data-driven decisions
- Managed data collection and analysis for 100+ annual events, streamlining attendance tracking and feedback via Qualtrics
- Spearheaded data coordination for the Ann Ferren Conference, CTRL's flagship event with 500+ participants

**Amazon Development Center India**

**Mumbai, India**

*Sr. Vendor Ops Associate*

*May 2021 - July 2024*

- Increased vendor issue resolution to 95% for global clients like 3M, Samsung, and Unilever using Tableau and Excel
- Built enforcement jobs leveraging SQL and Python to ensure compliance and prevent misuse of vendor services
- Leveraged SQL and Tableau to assess vendor data and implement process improvements, increasing team efficiency by 15%
- Investigated vendor concerns using Google Analytics and Python, implementing solutions that raised satisfaction scores by 25%

**Verve Financial Services Pvt Ltd**

**Mumbai, India**

*Business Advisor*

*Oct 2020 - May 2021*

- Developed SQL queries to evaluate financial data like transaction patterns, compliance metrics and risk exposure
- Analyzed compliance filings through R and Excel identifying fraudulent activity, presenting insights to senior management
- Used SQL to identify filing error trends, improving accuracy by 90% and reducing regulatory penalty risks

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## PROJECTS

**Washington State Electric Vehicle Data Analysis** | R studio, Excel [Project link](#)

*Sept 2024 - Sept 2024*

- Studied the dataset with R, to achieve insights into EV adoption trends, demographic distributions, and key influencing factors
- Achieved actionable results by applying statistical tests and regression analysis to understand EV adoption as per region

**Worldwide Metro System Performance Analysis** | Python, Tableau, R studio [Project Link](#)

*Sept 2024 - Sept 2024*

- Examined global metro system performance by identifying key trends
- Built predictive models to forecast future ridership and provided data-driven recommendations to optimize metro system

**Dell Perpetual-to-Subscription (P2S) Licensing Project** | Gliffy, SQL [Project Link](#)

*Sept 2024 - Dec 2024*

- Assessed and optimized Dell Technologies' quote-to-cash process for third-party software add-ons to reduce manual efforts
- Proposed scalable solutions to streamline customer quoting, fulfillment, and partner royalty payments

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## LEADERSHIP

- Elected as the President of Analytics Club at American University, hosted a Datathon featuring an industry expert from Walmart
- Designated as a Kogod Graduate Ambassador, mentored prospective students on program selection and career opportunities