DHEERAJ SHETTY

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EDUCATION

American University, Kogod School of Business   **Washington, DC**
Master of Science in Business Analytics and AI   *Expected Dec 2025*
Coursework: Applied Managerial Statistics, Database and Big Data, Business Intelligence, Python, Predictive Analytics with ML, Business Process Analysis, Business Insights/Analytics and Managing Digital Organization

University of Mumbai   **Mumbai, India**
Bachelor of Management Studies   *Oct 2020*
Coursework: Business Statistics, Principles of Management, Strategic Management, Business Research Methods

SKILLS

Data Analysis and Visualization Tools: Power BI, Tableau, Microsoft Office, Gliffy, Looker Studio, Alteryx, sFTP, Git and Jira
Programming Languages: R, SQL, and Python
Database Management Systems: Microsoft SQL Server, MySQL, Oracle, NoSQL, DynamoDB, PostgreSQL and MongoDB
Techniques: Data Conversion, Data Cleansing, Regression Analysis, Data Validation, Neural Networks, Clustering, Decision Trees
Soft Skills: Analytical Thinking, Problem Solving, Stakeholder Communication, Adaptability, Time Management and Collaboration

WORK EXPERIENCE

Office of Information Technology - American University   **Washington, DC**
Workday Technology Analyst Intern   *June 2025 - Present*
- Performed data validation and conversion using SQL and Excel to reconcile records between legacy systems and Workday
- Drafted technical specifications for ERP data integrations in collaboration with stakeholders and implementation partners
- Developed and executed test cases for Workday Student data migration, resolving discrepancies and improving data quality
- Participated in Agile design sessions, supporting cross-functional teams with data analysis and process alignment

Center for Faculty Excellence (CFE) at American University   **Washington, DC**
Part-Time Event Data Coordinator   *Dec 2024 – Aug 2025*
- Built an automated event registration database using SharePoint Designer and InfoPath 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, CFE's flagship event with 500+ participants

Amazon Development Centre India   **Mumbai, India**
Sr. Vendor Ops Associate   *May 2021 - July 2024*
- Increased vendor issue resolution to 80% for global clients like 3M, Samsung, and Unilever using Excel and Tableau
- Analyzed vendor issues and reduced SLA breaches by 30% through dashboard creation and root cause analysis
- Leveraged SQL and Tableau to assess vendor data and implement process improvements, increasing team efficiency by 15%

PROJECTS

Dynamic Stock Analysis and Visualization Tool | *Python*, R Studio   *Apr 2025 - May 2025*
- Built an interactive Python tool using yfinance, matplotlib, and modular functions to analyze stock performance
- Delivered scalable financial analysis with dynamic visualizations, robust error handling, and professional reporting

Worldwide Metro System Performance Analysis | *Python, Tableau, R studio*   *Aug 2024 - Sept 2024*
- Forecasted ridership for global metro systems using time series models, compiling data dictionaries and source validation reports
- 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*   *Sept 2024 - Dec 2024*
- Analyzed and streamlined Dell's quote-to-cash process for software add-ons, reducing manual effort
- Proposed scalable solutions to streamline customer quoting, fulfillment, and partner royalty payments

LEADERSHIP

- Hosted a Datathon as the **President of Analytics Club** at American University helping 75+ student in data-driven problem solving
- Guided 50+ prospective students on academic and career pathways as the **Kogod Graduate Ambassador**