

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

Expected Dec 2025

Washington, DC

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

Bachelor of Management Studies

University of Mumbai

Oct 2020

Mumbai, India

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

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