

DHEERAJ SHETTY

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EDUCATION

American University, Kogod School of Business

Master of Science in Analytics

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

Washington, DC

Expected Dec 2025

University of Mumbai

Bachelor of Management Studies

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

Mumbai, India

Oct 2020

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

WORK EXPERIENCE

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

Event Data Coordinator

Washington, DC

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

Sr. Vendor Ops Associate

Mumbai, India

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

Business Advisor

Mumbai, India

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

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

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