DHRITI SOOD

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Summary

Data Analyst with 4 years of experience leveraging machine learning and statistical modeling to drive business results. Currently pursuing an MS in Business Analytics at UIC. Eager to contribute in developing AI solutions and enhancing data driven decision-making.

Education

- **University of Illinois at Chicago**   **Aug 2024 - Current**
  Master of Science in Business Analytics | **CGPA : 4.0**
- **SRM Institute of Science and technology, Kattankulathur**   **Jul 2016 - May 2020**
  Bachelor of Technology in Information Technology.

Experience

Verizon Data Services India – Chennai, India   **Engineering – II, Software Development | Oct 2021 – Jul 2024**

- **Led the development of Tableau and SQL dashboards**, increasing reporting efficiency by **30%,** optimizing data visualization, and supporting data-driven decision-making.
- Improved operational efficiency by 15% and reduced costs through advanced Tableau analytics and SQL, enhancing data quality and platform performance.
- Spearheaded interactive dashboards, **reducing monthly report generation time by 12%,** delivering actionable insights for better business outcomes.
- Utilized advanced SQL and Python to automate data processes, identify trends, and deliver analytics solutions, **driving a 20% improvement in team productivity.**
- Streamlined complex database interactions using advanced SQL functions and Python automation tools, leading to the identification of key trends that addressed primary inefficiencies.

Cognizant Technology Solutions – Chennai, India   **Programmer Analyst | Jul 2020 - Oct 2021**

- Analyzed business requirements and developed customized Power BI dashboards, transforming complex datasets into actionable insights and enhancing decision-making by 20% for business stakeholders.
- Performed in-depth statistical evaluations of large data sets, discovering critical performance patterns that empowered project teams to streamline processes (business strategies) and achieve a 20% reduction in processing time.

Skills

- **Programming Languages:** R, Python, SQL, Java, Spring Boot, Git, Microsoft Excel, Scala, PySpark.
- **Tools and Software:** Tableau, Power BI, R Studio, Latex, Jupyter Notebook, Anaconda, Jira, Spark, NumPy, Matplotlib, SciPy, TensorFlow, Pandas, Scikit-Learn, ETL, Hadoop, Matplotlib, Intermediate knowledge of machine learning algorithms and applications (AI/ML), Process Automation, Data Integration, Data Warehousing, Data Analytics, Data Visualization, Predictive Modelling, Microsoft Office Suite (MS Excel, MS Word, MS PowerPoint).

Academic Projects

- **Instacart User Retention**   **July 2025 – Current**
  Analyze Instacart user retention using cohort analysis and predictive modeling to uncover behavioral patterns influencing churn : targeted engagement of high-potential users can increase 30-day retention by up to 20%
- **UIC Chatbot**   **Mar 2025 – May 2025**
  Developing an intelligent chatbot for UIC using generative AI (GPT) to handle student queries related to academics, deadlines, events, and campus resources. Using GPT, Python, and Flask to make it conversational and easily accessible.
- **Exploratory Data Analysis**   **Aug 2024 – Sep 2024**
  Extracted key metrics from large-scale lending datasets while identifying critical loan characteristics and developing predictive models to enhance investment strategies and better ROI through accurate risk assessments.