DHYAN R. GANDHI

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SUMMARY

Graduating with an M.S. in Business Analytics at Saint Mary's College of California. Meticulous attention to detail and well-versed in working with data. Passionate about business analytics, data science, and machine learning. Currently contributing as a Business Operations Analyst to Ellie Mae's Strategic Operations team.

TECHNICAL SKILLS

Microsoft Suite, Salesforce, Google Cloud, GitHub, SQL, NoSQL, MySQL, MongoDB, R, RStudio, SAS, Python – (NumPy, Pandas, SKLearn, Keras, TensorFlow), Tableau, Eloqua, JIRA, Confluence, Analysis, Reporting, Visualization.

PROFESSIONAL EXPERIENCE

Ellie Mae   June 2018–Present

Business Operations Analyst

- Develops comprehensive Tableau dashboards, connected to Microsoft SQL Server, reporting on KPI for the Enterprise Tech Support (ETS), Doc Services, and Field Training departments.
- Conducts month-end financials for ETS, close out projects, and update annual forecast in Salesforce.
- Design, implement, and support adoption of efficient end-to-end processes, assessing impact to various partners and understanding scope and limitations.

Oracle   July 2016–June 2018

Technical Account Manager (December 2017-June 2018)

- Gathered baseline digital/email marketing metrics and worked with clients to calculate and demonstrate success with Oracle Eloqua Marketing Cloud Services.
- Delivered regular business and operational reviews to senior executives and key business stakeholders within client companies.
- Ensured accounts are updated on new product features and roadmap, develop successful account strategies and plans that direct company resources to maximize retention.

Business Operations Analyst (July 2017-December 2017)

- Developed a dashboard that allowed Management to compare a CSM/Sales Rep's Global Learning Plan progress to their Opportunity Pipeline, measuring GLP's effectiveness.
- Managed the Provisioning Backlog & Escalation processes, reducing the backlogged orders from 5M to 1M in total contract value (TVC) during the first month.

Associate Customer Success Manager (July 2016-July 2017)

EDUCATION

Saint Mary's College of California   September 2019
- Master of Science, Business Analytics, GPA: 4.0

California State University, East Bay   June 2016
- Bachelor of Science, Business Administration (Finance & Marketing)
- Delta Sigma Pi, Professional Business Fraternity