Leon Richard D'souza

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Professional Summary

Perceptive and logical data analyst with proven ability to communicate with both technical professionals and end users to understand and translate business requirements. Offering 3+ years of experience driving data accuracy and integrity with proven skills to build predictive models, visually appealing dashboards, and create custom tools & automated scripts to derive timely and accurate output.

Work History

United Airlines - Data Analyst
📅 04/2019 – Current   📍 Gurgaon, HARYANA

- Built linear regression models using Python to predict daily/weekly scores based on operational data of the flights. This helped in identifying days where the actual scores were lower than the predicted scores which helped in identifying any areas where service was below the system average.
- Built NLP model using Python and Gaussian Bayes Naive for sentiment analysis of the comments entered by the customer which helped identify customer complaints.
- Built out dashboards on Slate from the ground-up using PLSQL, HTML, JavaScript and JSON for our cabin cleanliness stakeholders that provided insights into the various cleanliness touchpoints, different route combinations, and business KPIs.
- Developed a new visualization methodology using jQuery, HTML and CSS to view seat level scores at a flight level on Spotfire, which helped unearth some key insights which were then used to make changes to the cabin cleanliness methodology. Was also nominated for 'Analyst of the Quarter' for creating this visualization.
- Improved the data gathering process by creating a fully automated Python script which would send out oversample and special surveys of new initiatives to the customer in a timely manner. This improved overall quality of the responses by removing any bias due to delays in invite process while saving 3-4 hours of manual work per day and saved ~$100K development cost to the company.
- Created automated reports using python to pull data from SQL, Foundry, and Teradata using rest APIs, create PDF, Excel, or PPT reports and send them via email on daily/weekly basis, without any manual interventions which saved ~1 FTE worth of efforts.

Moody's Analytics - Sr. Programmer
📅 07/2018 – 04/2019   📍 Gurgaon, HARYANA

- Worked on Dimensions IOM platform with extensive use of web development technologies like jQuery, HTML and CSS to create interactive surveys.
- Developed a QA testing tool using jQuery and JavaScript which would aid in testing the survey links. With this tool, the entire survey question could be tested in a single go as compared to the traditional line-by-line tests done by the QA team. The tool increased the efficiency of the QA team and reduced the overall cycle time for testing by 40% and increased the overall team's quality score by 5-7%. Received the 'Extra miler' award as a token of appreciation for out-of-the-box thinking.
- Developed a tool to create the survey backend questions using jQuery that helped in creating survey questions faster and with just a click of a button.
- Created multiple panel websites for our sample partners using HTML, jQuery, Bootstrap, Angular JS, and CSS. These panels were mobile-friendly and are used to manage the customer samples.

TNS Kantar - Sr. Programmer
📅 02/2016 - 06/2018   📍 Hyderabad, TELANGANA

- Worked on Dimensions IOM platform with extensive use of web development technologies like jQuery, HTML and CSS to create interactive surveys.
- Was a mentor to the new joiners and helped them learn the tool faster.
- Developed a tool using Dimensions MRS to upgrade the project version with just a click of a button which otherwise would usually take about 6 hours per project.

Ugam Solutions - Sr. Programmer
📅 07/2013 - 02/2016   📍 Mumbai, MAHARASHTRA

- Worked on Dimensions IOM platform with extensive use of web development technologies like jQuery, HTML and CSS to create interactive surveys.
- Was a part of the annual award-winning team 'Project Chutzpah' that aimed at automating the survey creating methodology, by single-handedly creating more than 15 generic functions that would then become the backbone of the entire project.
- Created a web crawler using Java for the annual 'Hack fest' competition which would read the shopping website data and create an excel with information of all the products, current price, and discounts.

Accomplishments

- Nominated for 'Analyst of the Quarter' at United Airlines for creating a new visualization tool that helps plot seat level scores for each flight thus giving a better view of cleanliness scores at each seat.

- Awarded with the 'Extra miler' at Moody's Analytics for developing survey check tool that helped improve the efficiency and quality of the QA team and also increased overall team's quality score by 5-7%.

- Runner-up at the annual 'Hack fest' competition at Ugam solutions for developing a web crawler that reads shopping website data and creates an excel sheet which can used to compare the pricing of products and discounts provided.

- Team received 'Golden Pyramid Award' at Ugam solutions for creating a tool that would aid the survey designing and programming process, and reduce the overall cycle time by 40%.

My Life Philosophy

*"Success is stumbling from failure to failure with no loss of enthusiasm."*

Education

Masters in Machine Learning and Artificial Intelligence: (from upGrad)
Liverpool John Moore's college
📅 04/2022 – Current

Bachelor of Science: Information Technology
St. Xavier's College
📅 06/2010 – 04/2013
Overall Aggregate 68.9%

HSC Science
St. Xavier's College
📅 06/2008 – 04/2010
75.33%

SSC
St. Dominic Savio High School
📅 06/2007 – 04/2008
85.53%

Skills

- Logical thinking
- Advanced Excel
- Data Validation
- Slate dashboarding
- Automating reports

Programming languages

- Python
- SQL
- Spark SQL
- HTML
- CSS
- JavaScript
- jQuery
- Angular JS
- Bootstrap
- Hadoop

Languages

Language	Proficiency
English	●●●●●
Hindi	●●●●○
Marathi	●●●●○