

# Dylan Beaufort Dias

Analyst with 2 years of experience and a Master's in Information Technology & Analytics

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## EDUCATION

Rochester Institute of Technology | *MS in Information Technology and Analytics* | GPA: 3.53/4 08/2019 – 12/2021

Relevant Courses: Data Warehousing, Data Driven Knowledge Discovery, Visual Analytics, Database Management

University of Mumbai | *BE in Electronics and Telecommunication* | GPA: 7.74/10 08/2015 – 06/2019

Relevant Courses: Neural Networks and Fuzzy Logic, VLSI, Internet, and Voice Communication

## WORK EXPERIENCE

Grubhub | Associate Analyst | Dallas, TX 02/2022 – 06/2023

- Spearheaded an **automation** project for financial reporting, yielded in **90%** improvement in time efficiency and delivered comprehensive **process optimization**.
- Implemented interactive **dashboards** using **Tableau**, utilized **Presto (SQL)** scripting for data aggregation, increased **45%** performance for customer service leads.
- Leveraged **Python** to build **automation**, refined data management workflows through **Google Sheets/Redash API integration**, saved **150** hours per month.
- Collaborated with customer service teams to monitor KPIs and team performance via **Zendesk**, analysed trends and problem areas, recommended resolution improvement strategy, increased **65%** operational efficiency.

Rochester Institute of Technology | Teaching Assistant | Rochester, NY 01/2021 – 12/2021

- Led instruction and evaluation for **Web & Mobile 1** and **Non-Relational Databases** courses, guided **50+** students through assignments focused on key programming languages such as **HTML, CSS, MongoDB, XML, Neo4j**, and **SQL**.
- Enhanced learning outcomes by providing targeted guidance and assessment, resulting in a **15%** average improvement in assignment scores and active participation among students.

## TECHNICAL SKILLS

- **Programming Language:** Python, SQL, R, HTML, C#.
- **Analytical & Visualization Tools:** Tableau, Neo4j, MongoDB, Pentaho, Postgres SQL, ArcGIS, Microsoft Office: PowerPoint, Word, Excel (pivot tables, v-lookup, macros), AWS S3.
- **Statistical Modelling & AI/Machine Learning Technique:** Linear Regression, Hypothesis Testing, K-means Cluster, Random Forest, Supervised and Unsupervised ML, Descriptive, Predictive, and Prescriptive Analytics.
- **Expertise:** Business Intelligence, Data Visualization, Data Modelling, Data Pipeline, Data Cleaning, Database Design, Data Mining, REST API, Forecast Reporting

## ACADEMIC PROJECTS

Global Climate Change Analysis | Python, CSS, MongoDB, AWS S3 08/2021 – 12/2021

- Stored datasets on a cloud-connected **database** via **MongoDB Atlas**.
- Developed a web interface featuring an interactive dashboard enabling users to **visualize** and engage with the **data**.
- Conducted **k-means** clustering and time series analysis on the datasets. Categorized countries based on their CO2 emission levels and implemented an **ARIMA** model to predict temperature fluctuations for the next **10** years.
- Launched the application using **AWS Elastic Beanstalk**.

Predicting Risk of Developing Heart Disease | R 05/2021 – 08/2021

- Utilized **R** to conduct **data wrangling** and analyse heart disease data, predicting missing values. Developed an **85%** accurate **logistic regression model** to predict the presence of heart disease.
- Ensured **data integrity** while analysing variables such as smoking, age, and heart rate to identify primary causes of heart conditions. Compared models (**Support Vector Machine, K-means Clusters, Naive Bayes**) and provided decision-making recommendations for heart risk factors.

TCP Data Mart Implementation (ETL Process) | Pentaho, MySQL Workbench 08/2020 – 12/2020

- Designed a comprehensive multi-dimensional **data warehouse** that facilitated advanced analytics for the company.
- Cleansed, transformed, and loaded an extensive dataset exceeding **100,000** records into data marts utilizing **Pentaho**, enhancing data accuracy and accessibility.
- Developed views and queries for **sales analytics**, optimized decisions and presented strategies to leadership team.