

SHIVANI SINGH

Analytics Manager

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SKILLS & TOOL

SQL, Advanced Excel, R, Python(Pandas,Numpy,Scikit), Tableau, JIRA, Snowflake, Github

WORK EXPERIENCE

Analytics Manager, IILITE (Bengaluru)

July 2022-Dec 2022

- Analyzing multiple data sets on SQL to increase the monthly revenue and commission for the vendors, and tracking the same via JIRA(Scrum).
- Built a model using predictive modelling in machine learning using R which led to **38% increase in revenue**.
- Analysis with product team to understand **revenue leakage of approx. INR 21 lakh** annually and identified the root cause with various datasets.
- Built revenue dashboards via Tableau to showcase India/US monthly revenue and strategize with data-centric approach.
- Addition of new features with product team to the SAAS platform along with **performing A/B testing**.
- Identified gaps in the operations team via audit, and developed remediation plan, resulting in **10% of revenue increase on annual basis**.

Lead (Analytics), Flipkart (Hyderabad)

Feb 2021-July 2022

- Responsible for project delivery and optimization of predictive model in R to achieve the objectives.
- Collaborated with various cross-functional teams to identify opportunities for cost saving by applying advanced data science techniques for actionable insights.
- On-boarded projects to understand various data sets for optimizing the supply chain and further identifying the major bottlenecks.
- Analyzing monthly dataset of total shipment in SQL to identify ways to reduce per shipment cost and hub space optimization.
- Analysis with application team on increasing the customer satisfaction by analyzing the user reviews.
- Developed and automated dashboards for tracking and reducing the delivery time to clear pending load in various hubs within the region.
- Analysis to understand the root cause of various breaches in delivery across all Hyderabad hubs which helped in reducing the **breach by 45%** and improving **customer satisfaction by 24%** and was recognized for this.

Operations Intern, 3M India (Bengaluru)

July 2019-Sep 2019

- Analysis for the improvement in changeover time by **38% for higher productivity** of the plant.
- Process improvement by segmentation and reduction in the inventory.

Quality Lead, C.I.A.E (Bhopal)

May 2015- Nov 2015

- Analyzing the data in SQL for improvement in the process.
- Perform predictive analytics using statistical models for various machine parts using regression analysis.
- Conduction of patrol inspections across process areas, confirming compliance with standards.
- Built and supervised team members for prototype building of machines and identified potential cost savings.

ACADEMIC CREDENTIALS

Degree	Institution	Year	CGPA
PGDM (Business Analytics)	IS.B.R. Bengaluru	2018-2020	8.3
B.Tech(Mechanical)	K.I.E.T. Ghaziabad	2009-2013	7.4

CERTIFICATIONS & AWARDS

- Lean Six Sigma Green Belt by KPMG
- Business Analytics and Scrum Certification By LinkedIn
- Business Analytics Certification by ISBR

PROJECTS

- Curbing revenue leakage through audit(Nov'22)
- Predictive analysis for credit card usage increase through R(Aug'22)
- Misroute problem strategy(Using SQL and R) (Dec'21)
- Predictive analytics for airline customer satisfaction, validated the model after building the questionnaire (Feb'20)