JEEVAN DEEP BORUGADDA

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SUMMARY

AI and analytics delivery professional experienced in turning modeling and platform work into deployable workflows, measurable outcomes, and stakeholder-aligned execution. Combines hands-on analytics depth with product thinking and structured delivery practices to help teams move from experimentation to operational adoption.

SKILLS

Project & Agile Delivery:
Agile / Scrum, Sprint Planning, Backlog Grooming, Jira (dashboards & automation – exposure), Risk & Issue Tracking, Stakeholder Communication, Capacity & Resource Tracking, Process Improvement, Cross-team Coordination

Languages: Python, SQL, R

Data & ML: scikit-learn, XGBoost/LightGBM, Logistic & Tree-based models, ANN, CNN, Feature Engineering, Class Imbalance (SMOTE/weights), Time-series analysis, Model Evaluation (PR-AUC, ROC-AUC, Lift, Confusion Matrix)

Analytics & Stats: Hypothesis Testing, Confidence Intervals, ANOVA, Regression (linear/logistic), A/B Testing

Visualization & BI: Tableau (Calculated Fields, Table Calcs, Parameters, Sets), Plotly, Matplotlib, Seaborn

Tools & Platforms: Jupyter, VS Code, Git/GitHub, GCP (Vertex AI), Dialogflow, APIs

Methods & Delivery: CRISP-DM, Reproducible Pipelines, Joins/SQL Data Wrangling, Agile/Scrum, Risk & Issue Tracking, Stakeholder Communication

EDUCATION

M.S., Business Analytics — University of North Texas   Dec 2025
Coursework: AI/ML, Predictive Analytics, Business Statistics, Time-Series, Data Visualization

PROJECTS

Bank Telemarketing Propensity (Capstone, 2025)
- Led end-to-end analytics delivery using CRISP-DM; built leakage-free models (Logistic, XGBoost, NN) and translated outputs into tiered call strategies.
- Optimized PR-AUC, lift, and decile capture (~49% top-10%, ~72% top-20%) to prioritize high-response customers.
- Estimated ~$190k per campaign cost avoidance by reallocating agent capacity and suppressing low-propensity segments.
- Delivered Tableau what-if dashboard and documented rollout risks, monitoring plan, and A/B test design for production use.

Aqua 4.0 (Startups Entrepreneurship Project) – Chief of Tech
- Led technical feasibility and product architecture for a mobile AI system to automate shrimp larvae counting and biomass estimation.
- Defined product workflow (scan → AI → report → insights) and designed prototype UX integrating data capture, analytics, and decision support.
- Contributed to market positioning, pricing logic, and pilot rollout strategy for scalable deployment across hatcheries/farms. **Tech:** Computer Vision, Deep Learning, Mobile UX concepts, Cloud APIs

Halloween Demand × Weather (2025)
- Managed a multi-source time-series integration project, coordinating data refresh schedules, validation rules, and dashboard delivery timelines.
- Automated cleaning and extract refresh pipelines; standardized data quality checks to reduce reporting defects.
- Delivered an interactive Tableau dashboard used for staffing and inventory planning, reducing preparation time by ~60%.

Warranty Cost Optimization (Hackathon — Peterbilt)
- Led a short-cycle analytics delivery effort, coordinating modeling tasks, explainability reporting, and stakeholder review under time constraints.
- Built prioritization dashboards and configuration guardrails aligned with operational risk and cost constraints.

AI Chatbot for Career Guidance
- Built a chatbot using **GCP**, Google **Dialogflow**, OpenAI **GPT-3, Node.js**, and **ngrok**

Body Fat Percentage Prediction
- Built predictive models using ANOVA, R^2, and MSE, hypothesis testing & regression analysis in SAS.

EXPERIENCE

Student Assistant — ISSS, University of North Texas | Denton, TX   Mar 2025 – Dec 2025
- Resolved high-volume student queries with accurate documentation and SLA awareness; streamlined intake to reduce back-and-forth.
- Standardized simple tracking/QA checks that improved turnaround for recurring requests.

M365 Engineer — Tata Consultancy Services (KPMG) | Hyderabad, India   Jun 2023 – Dec 2023
- Led coordinated platform operations across 58 global member firms, managing incidents, escalations, and uptime for enterprise audit systems.
- Maintained ~98% availability while tracking risks, documenting RCAs, and aligning remediation across technical and business teams.
- Supported migrations and security initiatives while providing delivery status reporting to leadership.

Test Engineer — Wipro (Meta) | Hyderabad, India   Oct 2021 – Dec 2022
- Served as SME within a 12-member Agile team, coordinating sprint ceremonies, test planning, and release readiness.
- Built lightweight dashboards to track sprint health, defect severity, velocity trends, and resource allocation.
- Partnered with engineers and product stakeholders to prioritize defects, remove blockers, and improve delivery quality.

ERC Sr. Associate — Amazon | Hyderabad, India   Feb 2021 – Jul 2021
- Delivered frontline HR support to US employees with ~95% first-contact resolution; mentored five associates.
- Designed call scripts and KB updates, reducing average handle time ~26% and standardizing resolutions.

IT Analyst — Tech Mahindra | Hyderabad, India   Jul 2019 – Oct 2020
- Resolved incidents across M365/AD via phone/chat/email with ~97% resolution rate; improved client CSAT ~15%.
- Documented runbooks and escalation paths; recognized "Best Employee of the Project" (3×).

CERTIFICATIONS

- PMP Certified - PMI
- GenAI Apps & Agents on GCP with Vertex AI & Flutter   Nov 2024
- Foundations of Business Strategy — UVA   Nov 2024
- Strategic Management & Innovation — Copenhagen Business School   Aug 2024
- AI Fundamentals — UNT   Aug 2024
- Six Sigma Black Belt — Kennesaw State (Coursera)