JEEVAN DEEP BORUGADDA

Denton, TX | deep.jeevan21@gmail.com | +1(940)-843-8446 | linkedin.com/in/jeevandeepb | github.com/jeevandeepb

SUMMARY

Technical project professional with experience supporting Agile delivery, cross-team coordination, and data-driven decision making in software and analytics environments. Hands-on with Agile/Scrum, sprint tracking, risk & issue management, stakeholder communication, and dashboard based reporting. Background in Python, SQL, Tableau, and ML projects enables strong collaboration with engineering teams and clear translation of technical work into business outcomes.

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 an end-to-end analytics delivery project using CRISP-DM, defining milestones, model validation steps, and rollout risks with stakeholders.
- Built and compared logistic and XGBoost models; optimized PR-AUC, lift, and decile capture to prioritize high-response customers.
- Estimated ~$190k per campaign cost avoidance by reallocating agent capacity and suppressing low-propensity segments.
- Delivered a Tableau what-if re-ranking dashboard and documented assumptions, risks, and an A/B testing plan for production deployment.

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.

Aqua 4.0 (Startups Entrepreneurship Project)
- Conducted market feasibility and business model analysis for a tech startup concept.
- Collaborated with cross-disciplinary peers to design a prototype and deliver a concise investor pitch, applying Lean Startup and Design Thinking frameworks.

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 – Present
- 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 operational delivery across 58 member firms, coordinating incidents, escalations, and remediation schedules with global stakeholders.
- Maintained ~98% service uptime; owned risk tracking, RCA documentation, and compliance remediation planning.
- Supported migrations and security programs while providing 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)