**HASITHA JOSYULA**

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EDUCATION

University of Utah, David Eccles School of Business Salt Lake City, UT

Master of Science, Business Analytics GPA : 4/4

Courses: Statistics and Predictive Analytics, Data Science and Big data, Analytical Decisions, Business Intelligence and Analytics, Data Visualization, Database theory and Design

GITAM Deemed to be University Visakhapatnam, India

Bachelor of Technology - Electronics and Communication Engineering April 2019

Courses : Probability and Random Process, Statistics, C, C++ , Data Structures

SKILLS

**Databases/Big Data**: SQL Server, MySQL, Hadoop, PySpark

**Analytics/Visualization/CRM**: Microsoft PowerBI, Tableau, Jupyter Notebooks, IBM Cognos, IBM DataStage, Talend, MySQL, Informatica, DOMO, Magic ETL

**Tools/Technologies**: HTML, CSS, REST API's, Machine Learning, Anaconda, Git, OpenCV, Numpy, Pandas, Matplotlib, Microsoft office 365, Excel, PowerPoint, Dynamics 365, CRM Global.

**Programming**: R, Python, SQL, C, C++, Oracle, Java, JavaScript.

PROJECTS

Utah Transit Authority (UTA) GoRide Application Business Model September 2022

* Analyzed business requirements by understanding the business process for UTA GoRide app.
* Developed ER diagram for relational database using Lucid software.
* Applied SQL queries for linking various aspects of databases like Customer, Ticket and Payment tables.
* Used Join, filter and aggregation functions to study the databases and suggested improvements to the business model.

EXPERIENCE

University of Utah Health Salt Lake City, UT

Information and Technology Support Technician November 2022 – present

* Assists employees of U-Health with technical issues that arise within their systems and software.
* Creates and monitors tickets in collaboration with other teams to ensure timely resolution of user related issues.
* Document and share solutions to resolve incidents from the health sciences departments and University hospital.
* Provides customer care and technical expertise for an exceptional patient care experience.

Accenture Hyderabad, India

Application Development Analyst May 2019 – July 2022

* Improved overall decision-making 25% by designing and developing BI reports and providing invaluable insights.
* Created groups, hierarchies and datasets to develop summary levels and detailed reports.
* Responded and resolved customer issues related to Power BI and debugged the errors in Power BI Service using Kusto Query Language.
* Coordinated and compiled daily reports and dashboards for planning and KPI tracking.
* Designed 10+ SQL queries to update and insert new data which maintains the stability of the database.
* Lead and guided juniors in the team and assisted them with their training and knowledge development.
* Awarded “PACE Performer of the month” by Accenture and received Multiple ”Customer Hero” badges which is a unifying strategy for ensuring that our customers are at the center of everything we do.

LEADERSHIP & VOLUNTEER EXPERIENCE

* Awarded as “GITAM best NSS Student Volunteer” by GITAM Deemed to be University. (Aug ’18).
* Selected to represent our university at State level National Youth Festival’2018 in ”Elocution” category.

**National Service Scheme – GITAM** University Lead & Event Manager

* Led a team of 60+ unit leads and 120+ volunteers to organize including a 3-day special camp to raise awareness about education in underdeveloped areas.
* Organized various events like donation camps, cleaning camps, Independence day etc.