SHARON ZACHARIA
Business Technology Analyst

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Personal Statement

I specialize in analysing data to derive actionable insights. Leveraging expertise in Splunk, Dynatrace and cloud technology, alongside a master's in data science, I excel in transforming raw data into valuable business insights, driving informed decision-making. My proficiency in machine learning and deep learning enables me to develop predictive models and enhance data-driven strategies for optimal outcomes.

Skills

Languages & Frameworks : Java, JavaScript, Python, Dart, Pandas and NumPy, Matplotlib, scikit-learn, TensorFlow, TFLite, Keras, SQL and NoSQL databases, PostgreSQL, HTML, CSS, MongoDB, Django, Flask, Flutter, Android SDK , XML, JSON, PowerBI, Firebase, Splunk search Processing Language.

Technical Proficiency: AWS, EC2, Kubernetes, Docker, Splunk, WebLogic, Dynatrace, Jupyter Notebook, Anaconda Navigator, Statistics, Data Modelling, Data Entry, Exploratory Data Analysis, Reporting and Monitoring , Site Reliability Engineering , Root Cause Analysis, Business Intelligence , KPI Report Generation and Analysis, Google-Collab, VS Code, Eclipse, Git/GitHub, Google Analytics, MS-word , Excel. Business Insights, Dashboard building, Google Sheets, Spreadsheets.

Work Experience

Deloitte. (Offices of the US) | Bangalore, India

Business Technology Analyst | Jun 2022 – Apr 2023

- Utilized Splunk, Dynatrace, and Kibana to generate KPI reports to make data driven decision making for stakeholders.
- Developed 100+ custom Data visualization dashboards, alerts and reports which reduced production downtime by 20% -30% and avoided production issues.
- Collaborated on monitoring strategies, WebLogic Patching and environment support resulting in faster response times , improved system performance and reduced system downtimes.
- Utilized Splunk and Dynatrace for trend analysis, performance and metrics analysis leading to 30% efficiency gain and helped decide infrastructure scaling and system improvements through infra level metrics data analysis.
- Provided 24/7 support, resolving issues with quick turnaround and ensured all transactions happened within the SLA.

Deloitte. (Offices of the US) | Bangalore, India

Associate Analyst | Feb 2020 – May 2022

- Configured and deployed over 20 server environments, established data sources, and performed configurations ensuring smooth operations.
- Applied system releases for environment upgrades using Linux commands and GIT.
- Enhanced the efficiency of bash scripts for validation, cache clearing, Managed server configurations, node, additions, and implementation of load balancer strategies in AWS which reduced troubleshooting time by 50%.

- Helped find Root cause of production system issues and conducted analysis on infrastructure level log for solving those issues.
- Actively participated in migrating On-prem infrastructure to AWS Cloud, ensuring optimized performance
- Engaged in creating Mock services, utilized Autosys tool for effective troubleshooting of batch jobs and addressed slow performance and out-of-memory issues
- Played a pivotal role in data collection, analysis, visualization and interpretation of infrastructure and application-level data which played a key role in decision making from both technical and business perspective

Education

University of Hertfordshire | England

MSc Data Science | Sept 2023 – Aug 2025

- Exploratory Data Analysis, Data Visualization Using Matplotlib and Seaborn ,Pandas , NumPy Machine Learning, Keras, TensorFlow, Deep Learning, PySpark.

MG University | Kerala, India

Bachelor of Computer Applications | Sept 2016 – Sept 2019

- Fundamentals of System Design, Microprocessors and Programming, Database Management Systems, Data Mining and Knowledge discovery, Object Oriented programming Using Java

Project Work

- Developed a Flutter mobile app utilizing on-device ML with TF Lite models for detecting offensive sentences locally, integrating Keras models and Flutter's platform-specific channel for inference.
- Created an image classification and search application using Flask, Flutter, and MongoDB, deploying a pre-trained Keras ResNet50 model as REST APIs for efficient image retrieval
- Engineered a robust watermarking system using Genetic Algorithm for optimal watermark calculation and embedding techniques to ensure data quality.
- Analysed 'Nobel Prize from 1901 till 2020' dataset employing visualization techniques like line plots, pie charts, and bar charts. Utilized Pandas for data manipulation and Matplotlib for visualization.
- Analysed indicators across various countries using data from the World Bank's Gender Statistics repository. Examined correlations between population, death rate, birth rate, and unemployment rate. Developed a visualization chart analysing world happiness index rates for different countries.

Awards And Certifications

- Microsoft Certified : Azure AI (AI-900)
- Oracle Cloud Infrastructure 2023 AI Certified Foundations Associate
- Google Skills Badge - Generative AI Fundamentals
- Two-time spot award winner from Deloitte USI for the contributions towards Cloud Infrastructure cut over activities.