

# HRISHIKESH HETE

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## EDUCATION

**Master Of Science, Information Technology and Management**  
The University of Texas at Dallas, Richardson, TX

August 2023 - May 2025

**Bachelor Of Technology, Computer Engineering**  
University of Mumbai, India

August 2018 - May 2022

## PROFESSIONAL EXPERIENCE

**Product Analyst**, Klimt and Design, Austin, TX

January 2025 - April 2025

- Collaborated with cross-functional teams to implement insights from A/B testing into product decisions, improving overall strategy effectiveness.
- Researched AI UX trends to guide three prototype designs with personalization and adaptive UI.
- Ran A/B tests using AI analytics, boosting click-through rates by 15% and form submissions by 10%.

**Data Science Intern**, Twilearn EduTech, India

December 2022 - January 2023

- Created a SEO-focused Data Analytics curriculum, increasing efficiency and outcomes by 40% engaging over 1000 plus students.
- Used keyword optimization and content strategy to enhance course engagement.

## ACADEMIC PROJECTS

**Planora: End-to-End Event Management Solution**

January 2025 - April 2025

- Developed BPMN and activity diagrams to model end-to-end event workflows, including client requests, vendor coordination, and feedback collection.
- Designed a responsive UI prototype in Figma with 8+ screens focused on booking, invoicing, and event tracking.
- Led weekly collaboration sessions, managed team deliverables, and co-authored a comprehensive 50-page project report detailing system design and implementation.

**IT Service Ticket Overview Dashboard** | Power BI, Excel, DAX

February 2025 - March 2025

- Designed an interactive Power BI dashboard to track over 19,000+ IT service tickets across Calls, Chats, Emails, and Escalations.
- Used DAX to calculate SLA resolution times, with visual breakdowns by quarter, channel, and category.
- Enabled clear insights into performance metrics and issue trends, reducing manual reporting effort by 40%.

**COVID Relief Impact Analysis for Restaurants** | SQL, Excel, Tableau

October 2024 - November 2024

- Conducted trend analysis and outlier detection in RRF fund distributions based on ownership demographics and region.
- Performed statistical inference and hypothesis testing using R to examine \$28.6B in funding outcomes.
- Developed Tableau dashboards highlighting disparities and quality improvement opportunities in public health response.

**Risk Analytics for Trucking Industry** | HDFS, Apache Hive, R programming

January 2024 - March 2024

- Developed risk models using hypothesis testing to detect high-risk behaviors and assess intervention impacts
- Automated data pipelines in Hive to optimize retrieval of large-scale structured safety data.
- Designed Tableau dashboards for re-measurement analysis, improving decision-making for safety programs.

## SKILLS

- Programming Languages:** Python, R, SAS, SQL, HTML, CSS, JavaScript, Shell Scripting.
- Soft Skills:** Analytical Thinking, Communication, Problem Solving, Collaboration, Attention to Detail.
- Libraries:** Pandas, NumPy, Matplotlib, Seaborn, TensorFlow, SpaCy, BERT, OpenCV, Pytorch, PySpark.
- Other:** ETL Processes, Data Modeling, Root Cause Analysis, Business Rule Mapping, Trend Analysis, Kinaxis
- Frameworks/Visualizations Tools:** Microsoft Excel, Tableau, Power BI, SAP, GCP, Alteryx, Kibana.

## CERTIFICATION

- Microsoft Power BI Data Analyst
- Microsoft Certified: Azure Fundamentals