

# AMIT NAIK

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## EDUCATION

### Syracuse University

May 2020

Master of Science in Information Management

Coursework: Data Analytics & Visualization, Database Administration & Management, Lean Six Sigma

### K.J Somaiya College of Engineering

Jun 2017

Bachelor of Engineering in Electronics and Telecommunication

Coursework: Object-Oriented Programming, Neural Networks, Statistics, Applied Mathematics

## PROFESSIONAL EXPERIENCE

### Process Improvement Analyst

Feb 2020- Present

Morse Manufacturing Co., Inc

- Implementing a lean Six Sigma (DMAIC) process to reduce the lead-time of machines and improve customer satisfaction.
- Gathering requirements and planning the scope of the project by interviewing stakeholders for the improvement process.
- Implementing statistical analysis such as correlation, t-test and hypothesis testing in Minitab to analyze bottlenecks.

### Data Analyst Intern (Tableau Developer)

Jul 2019- Dec 2019

SalesGlobe Inc

- Automated the manual reporting process from Excel to Tableau dashboards to facilitate business strategy improvement.
- Created dashboards in Tableau for tracking KPI's & key metrics reducing reporting time from 10 hours to under two hours.
- Queried clients CRM data using SQL and implemented stored procedures which improved performance by 10%.
- Collaborated with 3 plus consultants for creating recommendations and executive level presentations for clients.

### Product Business Analyst

Oct 2018- May 2019

iConsult Collaborative, Syracuse University

- Gathered and translated the requirements into technical specifications for the website and introduced a group calling feature.
- Conducted usability studies, research and market analysis for determining the technology stack for implementing the system.
- Collaborated with cross functional teams to create user stories for the website in Agile and designing the database for system.

## PROJECTS

### Marketing Analytics (A/B Testing)

Jan 2020

- Performed A/B Test for a Coffee chain to measure the impact of new introduced items in the menu to the overall sales.
- Decided the target variables, control variables and the design of the experiment (matched pair) for performing the analysis.
- Analyzed the historic data, data of treatment and control group to determine if menu changes should be applied to all stores.

### Data Analysis & Data Visualization- Airline Data (Excel, Python, Tableau)

Dec 2019

- Collected data from disparate sources to provide data-driven suggestions for airlines to improve customer satisfaction.
- Identified the KPIs using data modeling techniques (linear modeling, support vector machine, association rules) in Python.
- Created recommendations, reports and devised a customer retention model to improve the net promoter score of airlines.

### Database- Project Management System

Jan 2019

- Designed and created a database for project management to help in gaining knowledge and status of the ongoing projects.
- Modeled data using normalization techniques to reduce data anomalies to produce personalized and dynamic reports.
- Created custom reports using SQL queries and created a user interface in Access to optimize user experience.

## TECHNICAL SKILLS

**Programming Languages & Databases:** Python, R, HTML, CSS, JavaScript, SQL Server, PostgreSQL

**Tools:** MS Access, Excel (Power Query, Power Pivots, Pivot Tables), Tableau, SQL, Google Analytics, MS Power BI

**Big Data & Cloud:** Airflow, Spark, AWS, GCP

**Machine Learning Algorithms:** Regression, Random forest, XGBoost, KNN, GBM, Boosting, Clustering, Time-Series

## CERTIFICATIONS

Front -End Web Development

Sep 2017

Google Analytics

Feb 2019