Rahul Arya

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New Delhi, India

SUMMARY

Analytical and detail-oriented professional with over 4 years of experience in healthcare data operations. Skilled in Python, SQL, Excel and Power BI with expertise in statistical modeling, optimization, machine learning, data analytics and storytelling.

EDUCATION

Hindu College, University of Delhi   New Delhi, India
Master of Operational Research (MOR); CGPA: 7   **June 2023 – May 2025**
Relevant Coursework: Optimization Techniques, Statistical Modeling, Data Analytics

Indira Gandi National Open University (IGNOU)   New Delhi, India
Bachelor of Computer Application (BCA); CGPA: 7.2   **June 2020 – May 2023**

SKILLS

- **Languages/Libraries:**   Python (Pandas, NumPy, Seaborn, Scikit-Learn, Matplotlib), SQL, VBA
- **Tools/Software:**   MS-Excel, Power BI, Tableau, MS-Office, MySQL, Jupyter Notebook, VS Code
- **Soft Skills:**   Communication, Problem-solving, Critical Thinking, Leadership

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WORK EXPERIENCE

Research Team Leader | Max Healthcare | Saket, New Delhi   Dec 2020 – Sep 2023
- Led **data collection, cleaning and validation** (SOP-based) for Non-Communicable Disease (NCD) surveillance project.
- Built and maintained **strong relationships** with **researchers and participants** to enhance **data accuracy** in studies.
- Coordinated across teams to deliver **optimal solutions** to get insights for real-time decision-making.
- Developed standardized **workflows, improved 10% data consistency** and reporting efficiency.
- Streamlined field operations by **troubleshooting technical** and **logistical challenges**, **reducing cost by 5%.**

Research Technician | Max Healthcare | Saket, New Delhi   Sep 2019 – Dec 2020
- Maintained **high-quality data collection** ensured data integrity and governance through rigorous **QC/QA processes.**
- Managed **data transfer** to cloud servers, Oversaw **inventory** and **stock supplies**.
- Provided support on **data collection** tools and ensured 100% compliance with **data governance** practices.

PROJECTS

Medical Insurance Price Prediction   **Project Link**
- Predicted the Price of Medical Insurance based on attributes like **Age, BMI & Smoker** using **Linear Regression Model**.
- Applied **supervised machine learning**, performed data transformation, conducted exploratory data analysis **(EDA)**.
- Plotted **pair-plot** and **heat-map** for correlation of columns for **feature selection** of explanatory variables and found there is a **correlation of 79% between smoker and charges**.
- Achieved an **R-Squared value of 80%**, enabling better premium forecasting strategies.

Customer Churn Prediction   **Project Link**
- Classification of customer churn for Telecom Company based on attributes like **Contract, Tenure, and Monthly Charges** with **Logistic Regression** and **Random Forest**.
- Used **bar plots** and **correlation heatmaps** to identify **−0.35** negative relationship between tenure and churn.
- Addressed **class imbalance** via **RandomOverSampler** improving **minority-class recall** and **achieved 77% prediction accuracy** with **Logistic Regression** improved **accuracy to 83%** using ensemble method: Random Forest.

Pizza Sales Report
- Developed **interactive Power BI dashboards** with visualizations showcasing **daily/monthly order trends,** Sales by **category/size**, and **top 5 / bottom 5** performing pizzas, validated with **SQL Queries.**
- Identified the top 5 best-selling pizzas, contributing to **$20M** in sales, and achieved 13.2% month-over-month sales.
- Performed **ETL and EDA** using **DAX Queries** and **KPIs** to provide end-to-end business intelligence solutions.

CERTIFICATES

Introduction to Data Science – Cisco (Issued : 2025) | **Certificate**
Data Analytics Essentials – Cisco (Issued : 2025) | **Certificate**
Python Basic – HackerRank (Issued : 2024) | **Certificate**