Pavitra Saxena

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EDUCATION

University of Massachusetts Amherst   **Amherst, MA**
MS in Business Analytics (GPA: 3.97/4.00)   *May 2025*
Recognized in Isenberg's Impact campaign and selected as UMass Dining representative for Women in Business.
Relevant coursework: Business Intelligence, Statistics, Data Management, Data Science, Project Management, Data Mining

Rajiv Gandhi Proudyogiki Vishwavidyalaya   **India**
BS Computer Science & Engineering (GPA: 3.80/4.00)   *Sep 2020*
Publication: Titled "Text Preprocessing & Comparative Study of Cosine Similarity & TF-IDF", published in the IJSREM (**Paper**)

WORK EXPERIENCE

Tata Consultancy Services   **India**
Data Analyst   *Dec 2021 – Dec 2023*
- Led a team of 5 analysts in cross-functional collaboration with finance, product, and operations teams to deliver reporting solutions, enhancing stakeholder trust and improving reporting accuracy by 25%.
- Streamlined manual reporting by 4+ hours/week by developing 15+ Tableau and Excel dashboards tracking key financial KPIs and customer engagement metrics.
- Boosted operational efficiency by 15% by resolving recurring data bottlenecks across loan processing and transaction reconciliation workflows using Lean practices.
- Accelerated delivery of financial insights by 40% by optimizing complex SQL queries (CTEs, window functions) for large-scale transactional datasets.
- Saved 16+ hours/week by automating ETL workflows using Python and VBA to support real-time metric refresh for revenue and risk dashboards.
- Reduced data processing time by 40% through AWS Lambda and S3 pipelines built to power cost analysis and fraud detection reporting.
- Earned "Embark Leadership Certification", "Productivity and Efficiency Improvement" award, and Microsoft Certified: Azure Data Scientist Associate for driving automation and measurable business impact across financial operations.

Junior Data Analyst   *Oct 2020 – Nov 2021*
- Improved claims accuracy by maintaining 5,000+ patient records in Salesforce and EHR systems (Epic) with correct CPT/ICD-10 coding, improving data reliability for claims and provider reporting.
- Boosted clinical workflow efficiency by 30% by creating Excel-based dashboards and reports to track KPIs such as medication adherence and patient history trends, enabling care teams to make data-driven decisions.
- Reduced care delays by 20% through root cause analysis of enrollment and refill issues, while ensuring HIPAA compliance with 90 %+ audit scores.

SKILLS

Languages: Python (Numpy, Pandas, PySpark), SQL, R

Data & BI Tools: Tableau, Power BI, Microsoft Office (Excel, PowerPoint)

Cloud & DevOps: AWS (EC2, S3, DynamoDB, Lambda, Redshift), Git, CI/CD Pipelines, Snowflake

Analytics & Business Acumen: Data Storytelling, Hypothesis Testing, Data Wrangling, Root Cause Analysis

Project Management: JIRA, Lean Methodology, Agile

ACADEMIC PROJECTS

Customer Churn Strategy – BCG Simulation | Python, ML Classification, Scikit-Learn (**Link**)   Mar 2025
- Improved model accuracy by 15% and reduced false positives by 20% by building a classification model on 50K+ utility customer records to predict churn.
- Enabled targeted retention efforts by generating customer segments and churn probability scores, helping success teams reduce churn cost through proactive outreach.

Power BI Adventure Works Dashboard | Power BI, DAX, Data Modeling (**Link**)   Jan 2025
- Uncovered high-value customer segments and key sales trends by building a KPI-driven dashboard analyzing 18K+ sales records, supporting decisions on ARR and ARPC.
- Enhanced executive visibility and campaign planning by designing a star schema with 8+ tables and DAX measures for dynamic, self-service reporting.

Airbnb Analytics for Pricing & Market Strategy | Inferential Statistics, NLP, Ensemble Methods (**Link**)   Nov 2024
- Boosted host revenue by 18% by identifying top 10 pricing factors through analysis of 150K+ listings and 500K+ reviews using hypothesis testing and A/B testing.
- Predicted listing prices using sentiment analysis and NLP with ensemble models (XGBoost, LightGBM), revealing that 15% higher sentiment scores earned 12% more.