

NIKETHA VENKATESH

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Skills

- **Data Analytics and Machine Learning:** Tableau, Excel (Advanced), Statistical Analysis, PowerBI, Classification, Regression, Clustering, Ensemble Methods, Feature Engineering, Model Validation
- **Optimization and Databases:** Linear Programming, Gurobi, Process Optimization, Lean Six Sigma, DMAIC, Oracle, MySQL, PL/SQL, Database Design, Data Modeling
- **Tools and Programming:** Git, JIRA, SoapUI, Hadoop, App Dynamics, Visual Studio, Jupyter Notebook, PowerApps, Python (Pandas, NumPy, Scikit-learn), SQL, C#, ASP.NET, JavaScript, Java, R

Technical Coursework & Graduate Projects

- MSBA Graduate Student Arizona State University Tempe, AZ, USA 01/2025 – Present
- **Enterprise Data Analytics (CIS 505):** Designed relational databases using **SQL** and **ER diagrams**; built interactive Tableau dashboard analyzing 50K+ IMDB movie records delivering industry insights and revenue trend analysis
 - **Machine Learning in Business (CIS 508):** Engineered employee **attrition prediction** system processing 1,470 records from IBM; implemented 12 ML algorithms (**Random Forest, SVM, Gradient Boosting, XGBoost**) achieving 97% AUC and identified top 5 attrition drivers
 - **Business Process Analytics (SCM 517):** Applied **Lean Six Sigma** and **DMAIC methodology** to optimize global proposal creation process; developed Tableau dashboards across 5 geographies and presented recommendations **reducing cycle time by 15%**
 - **Analytical Decision Modeling (SCM 518):** Built AI request routing optimization model using **Gurobi Python** for ChatGPT backend allocation; **minimized operational costs by \$0.25 per 1K tokens** while maintaining **100% SLA compliance**

Work History

Graduate MSBA student - Capstone Project(ASU) Avnet Tempe, AZ, USA 06/2025 - Present
Currently developing an **Integrated Supply Chain Control Tower** with **AI powered Analytics** for Avnet, building PowerBI dashboards and **AI Agents (Supply gap Analysis and Operations Analyst)** to deliver end-to-end visibility and **proactive risk management** across Continental US operations.

Graduate MSBA student -Research Assistant ASU Tempe, AZ, USA 07/2025 - Present
• Conducting research under Professor Brett Duarte on applications of **Artificial Intelligence in Supply Chain Management**.
• Analyzing emerging AI technologies and **optimization frameworks** to support the development of data-driven, **automated**, and **predictive decision-making** applications in Supply Chain Management.

Associate Programmer Analyst Cognizant Coimbatore, India 09/2022 – 08/2023
Insurance Applications (Hartford)
• Enhanced user functionalities across **accounting and mortality applications**; reduced support ticket volume by **40%** through improved **UX design**
• Implemented **front-end optimizations** and **tax calculation modules**; improved processing speed by **20%** for mortality policy applications
• Maintained comprehensive **knowledge database** achieving **95% first-call resolution rate**; coordinated **release management** for production deployments

Programmer Analyst Cognizant Chennai, India 08/2020 – 09/2022
Healthcare Insurance Systems (Emblem Health)
• Provided **24/7 production support** for consumer portals serving **500K+ members**; reduced system downtime by **30%** through proactive monitoring and rapid issue resolution
• Developed and deployed **code fixes** for integration solutions supporting **Medicare and Medicaid** claims processing; improved application performance by **25%** and resolved critical **dental claims processing** issues
• Collaborated with **cross-functional teams** to deliver **bi-weekly releases**; maintained **99.5% system availability** during peak enrollment periods

Certifications

Lean Six Sigma Green Belt Certification – *in progress* expected completion - 12/2025
(Plastics and Design Company, Scottsdale)

Google Certified Data Analytics Course 02/2022

Education

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| Master of Science | <u>Arizona State University</u> | Tempe, AZ, USA | 01/2025 – Present |
| • Major in Business Analytics GPA: 4/4 | | | |
| Bachelor of Technology | <u>Amrita Vishwa Vidhyapeetham</u> | Coimbatore, India | 07/2016 – 08/2020 |
| • Major in Computer Science GPA: 7.44/10 | | | |
| High School | <u>GGSK & Ilford Ursuline</u> | London, UK | 08/2011 – 07/2016 |
| • A*- B grades in GCSE's and A-Levels | | | |