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## JAY NARAYAN DAS

### PROFILE SUMMARY

Proactive, self-motivated, enthusiastic learner, diligent performer, and a multitasker professional individual with over ~5 years of experience in Data Science, Business Analysis, Data Analytics, IT Project Management, Reporting, Data Visualizations, Functional Excellence and Continuous Improvement. Great communication skills with expertise in timely managing cross functional domains and teams globally and building goodwill with stakeholders. Also, serving as a Capstone Mentor to a fellow going through Business Analytics/Data Science/ML courses from Great Lakes on weekends as a freelancing.

### ACCOMPLISHMENTS

#### For Private Equity & Travelink Projects

- Received Customer Delight award from Director of Client Data Conversion, Technology and Product.
- Recognized as a Rockstar by Director of Client Data Conversion, Technology and Product.
- Received Special recognition by onshore manager of Project Management, Technology & Product.

### SKILLS AND COMPETENCIES

#### Programming skills:

Python, R, SQL, PySpark

#### Tools and technologies:

Tableau, PowerBI, Oracle 9i, 10g, GitHub, AWS, Azure ML, Microsoft Excel, CRM, HIVE

#### Business Analysis Skills:

Highly adept in BA capabilities- BA Planning, Requirements Analysis, Stakeholder Management, Solution Analysis, Impact/Gap Analysis and Continuous Improvement.

#### Databases:

Oracle, MySQL, PostgreSQL

### PROFESSIONAL EXPERIENCE

#### SENIOR ANALYST - DATA SCIENTIST, DAILYROUNDS - MARROW

Nov 2019 - Present

- Collecting data, generating features, and building machine learning models for prediction with customer behavioral data to shorten experimentation time.
- Perform detailed analyses to distill key insights and drivers for growing customer base & success.
- Support detailed analysis and modeling for mission-critical functions within the Growth, Marketing, Sales & Operations team.
- Provide analysis & data-driven recommendations.
- Creating reports & dashboards for business Insights.
- Product adoption/feature usage, Renewal/Churn prediction
- Segmentation, Experimentation, Causal Inference
- Revenue Operations (Sales, Customer Success, Management)
- Give dynamic pricing for sales based on sales trends & weak regions/colleges.

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**PRODUCT ANALYST, AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL**

Jun 2018 - Nov 2019

- Hands on experience on End-to-End Project implementation/deployment. Responsible to attend to Client Queries, maintaining SLAs.
- Work with Implementation and Deployment Project Managers, including clients to capture and understand client needs & requirements.
- Client Data Migration- Migrating all the existing Clients from Different OBTs to new OBT KDS and configuring the Clients based on the requirements.
- Automate and streamline processes to continually reduce operating costs.
- Test and validate the conversion to ensure successful completion
- Configuring GDS Profile data into GBT database/tools.
- Use SQL/NOSQL queries in SOLR for enterprise search and analytics.
- Developing reports using reporting tools/platforms such as Tableau for digital data reporting.

**ASSOCIATE IN TRAVEL OPERATIONS, PAYTM**

Feb 2017 - Jun 2018

- Handling customer queries related to flight bookings, such as on confirmations, Reissuance, Refunds and updating the required fields in PNR as per request.
- Responsible for ordering ticket stock and keeping inventory.
- Managing customer data for processed bookings and making a detailed report using Tableau, Power BI & Excel

**BUSINESS ANALYST, LETMEFIND E-SERVICES PVT. LTD.**

Jun 2016 - Jan 2017

- Produce written documentation to support your work, report on your findings and to present to stakeholders/merchant when necessary.
- Gain agreement, usually from senior management, of the best method of introducing your recommendations to the business.
- Ensure plans are made and processes are created to evaluate the impact of the changes made, including taking responsibility for overseeing and reporting on this evaluation.

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**EDUCATION**

Post Graduate Program in Business Analytics & Business Intelligence, Great Lakes Institute & UT- Austin McCombs School of Business, 2019-2020

B.E in Information Science from Acharya Institute of Technology (V.T.U) Bangalore, 2012-2016.

HSC, Vandana International School (C.B.S.E) New Delhi, 2012.

SSC, Vandana International School (C.B.S.E) New Delhi, 2010.

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