

R.S. JIJIN | DATA ANALYST

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[GitHub](#) | [Portfolio](#) | [LinkedIn](#)

PROFILE SUMMARY

Data Analyst with 5+ years of machine learning operations experience at Amazon, specializing in voice AI optimization and large-scale user behavior analysis. Processed 10M+ interaction datasets to enhance and boost user engagement by 20%. Expertise in Python, SQL, NLP, and cloud-based visualization through Power BI and Amazon QuickSight. Currently expanding skills in data operations while transitioning to comprehensive analytical roles. Transforms complex technical datasets into strategic business insights through interactive dashboards and stakeholder collaboration.

TECHNICAL SKILLS

Programming & Analysis: Python (NumPy, Pandas, Matplotlib, Seaborn), SQL (joins, window functions, query optimization), Advanced Excel (pivot tables, macros, Power Query)

Machine Learning: Scikit-Learn, TensorFlow, PyTorch, XGBoost, feature_engineering, model_evaluation, cross_validation

Data Visualization: Power BI (ETL, DAX, RLS, dashboard development), Amazon QuickSight, Tableau

Cloud & Databases: AWS, Azure, MySQL, Oracle_Database

NLP & Analytics: Word2Vec, GloVe, sentiment analysis, NER, exploratory/predictive analysis

Leadership & Training: Process Training Expert certification, team mentoring, technical training delivery, assessment development, cross-functional collaboration

WORK EXPERIENCE

Senior Data Specialist

Ithaca Technologies, Hyderabad **Apr 2025 - Present**

- Validated 500+ immigration case datasets monthly through systematic cross-referencing, reducing inconsistencies by 45%
- Processed 10GB+ legal documentation using Python and Power Query, saving 15 hours weekly through automation
- Conducted root-cause analysis on case discrepancies, improving processing efficiency by 30%
- Generated weekly throughput reports and contributed to 5 Power BI visualizations for stakeholder reporting
- Coordinated data workflows across 3 operational teams using Asana, maintaining 95% SLA adherence

ML Data Associate (Artificial and Generative Intelligence Operations) **Nov 2019 – Mar 2025**

Amazon Development Centre, Hyderabad

- Spearheaded Alexa voice command analysis across 5 NLP enhancement areas, improving recognition accuracy by 8%
- Examined 5M+ interaction logs to identify behavior patterns and peak usage trends, driving product enhancements that increased user engagement by 20%

- Partnered with cross-functional teams to resolve voice recognition issues, contributing to a 25% reduction in reported problems
- Built interactive dashboards in QuickSight and Power BI tracking 1M+ daily interactions, accelerating stakeholder decisions by 40%
- Evaluated 10K+ third-party Alexa skills through usage analysis and feedback assessment, resulting in 20% performance improvement and 18% adoption increase
- Delivered findings to leadership through visualizations and reports, reducing decision turnaround time by 30%
- Certified as Process Training Expert (PTE), mentoring 50+ fresh hires and experienced data associates across multiple training cohorts
- Collaborated with global hiring team to redesign assessment test patterns, improving candidate evaluation accuracy and reducing time-to-hire by 20%

PROJECTS

Sales Analytics Dashboard

Designed revenue analysis across Retail, Distributor, and Online channels tracking \$17.9M annual revenue and 52,560 orders, improving decisions by 17.4% and reducing reporting time by 25%

Profitability & Margin Optimization

Built profit trend dashboard maintaining 40%+ margins, improving decision-making speed by 30% and boosting monthly profit by 10% through automated reporting

Customer Retention & Churn Prediction

Developed segmentation dashboard by demographics and geography, identifying patterns that reduced churn by 25% and improved profiling accuracy by 12%

Alexa User Interaction Analytics

Performed EDA on 10M+ interactions to uncover voice command trends and usage patterns, leading to 15% engagement increase

Voice Command Optimization

Optimized Alexa's speech recognition accuracy by analyzing **500K+ misrecognized commands** and user corrections. Refined models to adapt to **regional accents and speech patterns**, leading to a **25% reduction in reported issues**.

EDUCATION

Bachelor of Technology, Civil Engineering

Jun 2015 – Jul 2019

Dr. B.R. Ambedkar Institute of Technology, Port Blair

CERTIFICATIONS

Advanced English Proficiency CEFR Level B2 (IELTS) | AI & ML Blackbelt Certificate (Analytics Vidhya) | Google Data Analytics Specialization Certificate (Coursera) | IBM Python for Data Science (Coursera) | Python for Data Science and Machine Learning Bootcamp (Udemy) | Python for Data Science AI & Development (Coursera)