

Kalyani Wasave

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Summary

Product-focused data & analytics professional with experience supporting cross-functional teams in delivering customer-focused solutions across telecom, e-commerce, retail and manufacturing sectors . Skilled in translating data into actionable insights, enhancing user experiences, and supporting feature development through research, prototyping, and iteration. Currently pursuing a master's degree with a focus on Generative AI & intelligent automation to drive product innovation.

Education

- Northeastern University San Jose, USA
 - Master of Science in Computer Software Engineering - GPA: 3.86/4.0 January 2024 - April 2026
- Merit-based Scholarship: Selected for the National Overseas Merit Scholarship as one of 20 students.
- MIT, Pune Pune, India
 - Bachelor of Engineering in Electronics and Telecommunications May 2010 - May 2014

Experience

- Product Associate | MillerKnoll | Bangalore, India February 2020 - December 2023
 - Contributed to increasing average order value by 15% and overall sales by 8% by supporting a dynamic pricing system for 50+ high-demand SKUs using competitor benchmarking, A/B testing, and demand forecasting models.
 - Partnered with UX and engineering teams to redesign a B2B product configurator, enabling real-time customization and reducing setup time by 30%, resulting in an 18% increase in completed checkouts.
 - Streamlined the returns experience by conducting root cause analysis, redesigning UI elements, and integrating real-time tracking; this reduced customer support tickets by 40% and improved self-service resolution.
 - Led Agile sprints each quarter to address onboarding friction and boost upsell opportunities, leveraging funnel analysis, journey heatmaps, and feedback loops across marketing and CX teams.
- Product Analyst | Lumina Datamatics | Navi Mumbai, India June 2016 - August 2018
 - Improved repeat purchase rate by 20% by identifying high-value customer segments using K-Means clustering on behavioral datasets from Amazon and eBay, and tailoring engagement strategies accordingly.
 - Enhanced product SKU visibility and boosted sales by 10% by integrating real-time competitor data and applying rule logic to optimize pricing and positioning across 5,000+ product listings.
 - Reduced overselling by 20% and cut inventory costs by 12% using SQL queries and Tableau dashboards along with Python regression models to improve demand forecasting accuracy.
 - Optimized campaign promotions by analyzing performance-to-conversion mapping, aligning data strategies across 20+ vendors for improved ROI and streamlined analytics operations.
- Business Intelligence Analyst | Reliance Jio | Navi Mumbai, India February 2015 - May 2016
 - Achieved 35% subscriber growth and accelerated 4G network rollout by 28% by driving a market penetration strategy across 15+ densely populated urban zones using geospatial data and infrastructure insights.
 - Reduced operational downtime by 18% by building real-time dashboards using SQL and Power BI to monitor performance across 3,500+ telecom towers, enabling faster resolution and better coordination with field teams.
 - Generated over \$5M in quarterly revenue by supporting the launch of 5 top-performing prepaid mobile plans, leveraging customer behavior analytics to design pricing tiers and increase subscription conversions.

Academic & Research Projects

- Predictive Analytics Model for Early Detection of At-Risk Students [\[Project Link\]](#) January 2024
 - Built a predictive model to identify at-risk students using academic, financial, and demographic data. Performed EDA and developed Decision Tree and Random Forest models in Python using Scikit-Learn, Pandas, and Seaborn, achieving 74% accuracy. Helped enable early interventions and improve student retention through data-driven insights.
- AmazonConnect: Social Feed Integration [\[Project Link\]](#) December 2024
 - Executed a 3-week design sprint to prototype a Twitter-like social feed in Amazon's app, improving user retention post-Twitter's decline. Collaborated with cross-functional peers to prioritize user stories, iterating through Agile sprints to refine Q&A features and optimize micro-interactions for better engagement.

Skills

- Languages: SQL, Python, Microsoft Excel
- Tools: Tableau, Power BI, Figma, Miro, Google Analytics, Git
- Methods: A/B Testing, Funnel Analysis, Agile/Scrum, Forecasting, Predictive Analytics, Customer Segmentation, UX Research, K-Means, Regression, Business Process Improvement, Prompt Engineering, LLM Tuning, Data Visualization