Kaushal Javangula

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ABOUT ME

Data Analyst with 2+ years of experience specializing in Python, SQL, Power BI and data visualization to deliver actionable insights and optimize decision-making. Proficient in connecting and analyzing data from Snowflake and other data warehouses, with a strong focus on creating professional dashboards and scorecards.

EDUCATION

San Francisco State University San Francisco, California, USA
Master of Science in Business Analytics, GPA: 3.8 *Expected graduation: May 2025*

TECHNICAL SKILLS

Languages and Databases: Python(Pandas, NumPy, Matplotlib), R, SQL(CTEs, Aggregations, Joins), Data Warehousing (Amazon Redshift, Snowflake)

Data Analysis and Cloud Tools: PowerBI(DAX, Power Query), Tableau, Looker, MS Excel, Heroku, AWS, Docker, Git, GitHub, Jira

Statistical Analysis and Data Management: A/B Testing, Regression Analysis, Machine Learning, Data Cleaning, Data Modeling, Data Pipelining, Database Management, Marketing Analytics

WORK EXPERIENCE

Data Analyst Intern

Project Management Institute, San Francisco, USA *May 2024 - July 2024*

* Analyzed participant engagement, satisfaction scores, and skill improvement metrics using Power BI and Excel to derive actionable insights that enhanced program effectiveness.
* Monitored sentiment analysis using SQL queries to evaluate sponsorship and customer engagement, directly contributing to strategic partnerships.
* Designed user-friendly Power BI dashboards for program coordinators, supporting data-driven decision-making and strategic planning.

Data Analyst

Infosys Limited, Hyderabad, India *September 2021 - June 2023*

* Performed data analysis and SQL querying to resolve 90%+ production issues, extracting customer insights from Telstra's databases to address cross-functional team inquiries, improving resolution efficiency by 25% and customer satisfaction.
* Developed monthly KPI dashboards using Excel to visualize critical metrics and presented actionable insights to stakeholders, enabling data-driven operational decisions for Telstra.
* Automated issue resolution workflows by permanently fixing recurring system errors (PKEs), reducing repeat incidents by 30% through root-cause analysis, regression testing, and documentation of standardized solutions.

PROJECTS

* **Voice of the Customer Analysis** *(Python, NLTK, SQL, Power BI)* - Engineered a sentiment analysis pipeline to decode customer emotions from telecom reviews, unveiling hidden patterns in satisfaction and dissatisfaction. Transformed raw textual data into actionable insights through advanced NLP techniques, including lemmatization and sentiment scoring. Designed dynamic Power BI dashboards showcasing customer sentiment shifts, empowering leadership to refine strategies and boost Net Promoter Score (NPS) by 10%.
* **Customer Churn Prediction Model** *(Python, SQL, Tableau, Machine Learning)* - Developed a machine learning model to predict customer churn based on transaction history and user behavior data. Implemented feature engineering, data cleaning, and model optimization to improve accuracy by 20%. Visualized churn probabilities using Tableau, providing actionable insights for customer retention strategies.
* **Fraud Detection System for Financial Transactions** *(Python, Scikit-learn, SQL, Power BI)* - Built a fraud detection system using logistic regression to identify potentially fraudulent transactions from financial datasets. Performed data preprocessing and created interactive dashboards in Power BI to monitor fraud patterns, reducing financial risk by identifying 95% of suspicious transactions.

CERTIFICATIONS

* Microsoft Power BI Data Analyst Professional Certificate
* Salesforce Certified Administrator (SCA)
* Machine Learning Specialization
* Google Data Analytics Professional Certification