

Kiran Sadanand Rai

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Summary

Microsoft-certified Data Analyst with 3+ years of experience driving product and policy decisions through data. Delivered reporting solutions used by 10+ stakeholders across healthcare and government, automated dashboards that cut analysis time, and informed feature strategy that improved onboarding conversion. Proficient in SQL, Power BI, and experimentation, with a proven ability to align data with business outcomes.

Experience

Product Analyst - Healthcare

Jun 2024 - Jun 2025

American Technology Consulting

Fairfax, VA

- Examined patient activity logs using SQL and Power BI; findings revealed three major points of navigation difficulty, leading to UX enhancements that reduced onboarding abandonment.
- Steered roadmap prioritization, integrating analytics with PMs, engineers, and designers, completing 50+ user story analyses per quarter, and enhancing the virtual care platform's patient onboarding flow.
- Synthesized insights from experimentation and feature adoption trends to inform quarterly product strategy reviews.

Data Analyst - AI & Automation

Jan 2024 - May 2024

George Mason University

Fairfax, VA

- Integrated an AI chatbot empowered by Azure OpenAI that provided answers to the most common student questions, resulting in a significant decrease in advisor workload, and a notable enhancement in student self-service.
- Built visualizations to enable "status-at-a-glance" operational dashboards in Power BI.
- Monitored chatbot interactions daily and identified the top 3 error-causing scenarios, leading to targeted retraining of the AI model, improving first-contact resolution rates.

Analytics Consultant

Apr 2021 - Aug 2021

Ministry of Women & Child Development

Mumbai, IN

- Developed data-driven product roadmaps for a national women entrepreneurship program, prioritizing features based on user feedback and market research, resulting in an increase in user satisfaction scores in three months.
- Delivered weekly insights on platform usage and impact, informing outreach strategy and policy recommendations.
- Implemented end-to-end data governance policies, including data quality checks and validation rules, leading to a reduction in data errors and inconsistencies across platforms.

Data Analyst - SaaS Solutions

Mar 2019 - Mar 2021

Shaalastic LLP

Mumbai, IN

- Spearheaded product analytics initiatives across three SaaS products, guiding product teams to discover critical feature adoption obstacles and identify strategic pricing improvements, improving conversion rates.
- Delivered insightful dashboards monitoring monthly/daily active users, identifying which marketing channels drove the highest quality traffic, leading to improved budget allocation.
- Defined key product requirement metrics based on feature usage gaps identified across three SaaS products, which enabled product teams to prioritize UX enhancements.

Education

George Mason University

Ms in Data Analytics Engineering | GPA - 4.0

Aug 2022 - May 2024

University of Mumbai

BE in Electronics Engineering | GPA - 4.0

Jul 2018 - May 2022

Certification

Microsoft Certified: Power BI Data Analyst Associate

Sept 2024 - Sept 2025

Certification Number - 530F8E-EAC9EA

Technologies

Languages: SQL, Python (Pandas, Numpy, Scikit-learn), R (RShiny, Tidyverse), SAS.

Tools: Power BI (DAX), Tableau, SSRS, Microsoft Excel (Pivot Tables, VBA), Jira, Visio, Google Data Studio.

Databases: MySQL, PostgreSQL, MS SQL Server, MongoDB.

Statistical Analysis: Regression analysis, Clustering, Predictive Modeling, Data Mining.