Tushar Kottawar

Bengaluru, Karnataka | +91 8600152149 | kottawartushar084@gmail.com |
www.linkedin.com/in/tusharkottawar

WORK EXPERIENCE

Turing (Client: Aircall), Remote   01/2025 – present
Associate Technical Lead, Delivery Engineering

- Delivered a unified Fraud Operational Dashboard for Aircall's Strategy & Operations team, giving real-time visibility into different types of fraudulent events.
- Built and automated data pipelines to integrate multiple internal sources, cutting manual data preparation time by ~60% and enabling fraud case reporting to move from weekly to daily.
- Designed clear business logic and streamlined reporting views, which improved fraud-pattern visibility and reduced investigation turnaround time by ~30% for the Fraud Operations team.
- Enabled leadership with a self-service analytics layer that cut ad-hoc data requests by ~40% and supported faster, data-driven decisions on risk management.

Google (Contract: Ad Astra Consultants), Bengaluru   08/2023 – 08/2024
Data Analyst, Trust and Safety, Geo

- Safeguarded Google Maps from abuse by ensuring the accuracy and legitimacy of reviews, business listings, and details.
- Collaborated cross-functionally with product managers and stakeholders to identify and address emerging trends in review-based abuse.
- Streamlined internal workflows by migrating scripts to the F1 engine, optimizing dashboards and operations and reducing latency by 75%.
- Automated business listing protection by implementing rules that block unauthorized title edits using scripting.
- Executed a strategic bug backlog clearance, cutting unresolved issues by 84% in 5 months; employed advanced troubleshooting techniques to exceeded service level objectives.

Paytm, Bengaluru   08/2022 – 06/2023
Business Analyst – Deputy Manager

- Partnered with the CEO's office to analyze data discrepancies, resulting in a 20% reduction in revenue leakage and an additional INR 10 million in recovered revenue.
- Conducted daily comparative analysis on rental plans, identifying discrepancies and removing inaccuracies that led to erroneous charges resulting in a 30% reduction in customer complaints.
- Extracted and analyzed datasets from 5+ sources to generate key insights and metrics, empowering leadership to make informed business decisions.
- Designed a Looker Studio dashboard for senior management, showcasing critical Soundbox Rental KPIs and saving 12 hours per week in manual reporting.

DaytoDay Health, Bengaluru   06/2022 – 07/2022
Data Analyst

- Pioneered the creation of sophisticated data pipelines and workflows using SQL queries and Amazon Redshift, accelerating data collection speed by 25% and optimizing the analytics process.
- Analyzed user interaction data for mobile app features and patient vitals, creating a Google Data Studio dashboard to understand user engagement.

Honeywell Technology Solutions, Bengaluru   07/2019 – 06/2022
Data Scientist ll

- Transformed raw data into clear, organized formats and delivered insightful analyses aligned with business needs and business objectives.
- Constructed an SQL automation framework for internal communications insights, slashing processing time by 84% and empowering the team with rapid, actionable data insights.

- Innovated Python-based automation for employee work history calculations, enhancing processing speed by 60% and accuracy from 75% to 87%, reducing manual workload and errors.
- Established a robust data storage framework in MS SQL Server, slashing data extraction and validation time by 50%, while ensuring data integrity and quick accessibility for the business intelligence team.
- Collaborated with clients to understand content needs, performed text analysis with R, and generated high-quality keywords, achieving an 80% improvement in output speed.
- Rolled out 32 Kaizens in a year (4 nominations and 1 win), which led to significant improvements in operational processes.
- Demonstrated strong leadership skills by mentoring and developing junior team members.

IBM (Contract: Magna Infotech), Bengaluru   03/2018 – 07/2019
Database Administrator
- Optimized IBM Resiliency Orchestration (Sanovi) processes, improving client data recovery and disaster readiness by 40–60%.
- Led and executed DR drills (Switchover/Switchback) and collaborated with RO support teams to resolve complex recovery group issues.

Unisoft Technologies, Pune   06/2016 – 03/2018
Trainer – Oracle DBA
- Delivered Oracle Database 11g and programming language training to 100+ students/professionals while managing a 5-member sales team, boosting certification pass rates by 25% and exceeding quarterly sales targets by 15% through targeted campaigns.

ProTech NZ, New Zealand   03/2015 – 09/2015
Intern
- Designed and optimized electronic prototypes and PCB layouts using Altium Designer and LTSpice, improving testing efficiency by **50%**, reducing manufacturing costs by **20%**, and enhancing product durability by **25%**.

EDUCATION
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BITS Pilani Work Integrated Learning Programmes, Pilani, India   EXPECTED 11/2025
Master of Business Administration – Business Analytics

The University of Auckland, Auckland, New Zealand   11/2014
Master of Engineering Studies – Electrical and Electronics

Dr. Babasaheb Ambedkar Marathwada University, Aurangabad, India   07/2012
Bachelor of Technology – Electronics and Telecommunication

SKILLS
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Technical Skills: Machine Learning (Basic), Predictive Analytics (Basic), Data Management, Data Validation, Data Visualization, Statistical Data Analysis, Fraud Analytics
Soft Skills: Leadership, Communication (written and verbal), Resource Management, Training and Mentoring, Project Management, Cross-functional collaboration, Abuse Detection, Abuse Mitigation, Team Management
Techniques: SQL, Python, Tableau, MS SQL Server, Looker Studio, Microsoft Excel, LookML

CERTIFICATIONS
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- IBM Data Analyst Professional Certificate
- Six Sigma Core Green Belt
- Oracle Database SQL Certified Expert