KRUTI RAY

Dallas, TX(Open to Relocation)

|| +1-(682)-344-1692 || raykruti08@gmail.com || linkedin.com/in/kruti-ray-60116910a/ || github.com/kruti95 ||

PROFESSIONAL SUMMARY

Award-winning analyst with 3+ years' experience in product analysis, data-driven reporting, KPI management, and stakeholder engagement. Skilled in Excel, SQL, and Tableau to streamline workflows, drive process improvements, and deliver actionable insights. Proven ability to influence decisions, optimize operations, and enhance customer experience through cross-functional collaboration.

EDUCATION

WEBSTER University, San-Antonio, Texas   **Aug 2024 – Dec 2025**

Master of Information Technology Management (ITM)

- **Focus -** Systems Analysis & Design, Communications Networks, IT Security, Project Management
- **Projects** - Investing in American Express (AXP): A Strategic Growth Opportunity

University of Texas, Arlington (UTA), Texas   **Sept 2023 - Aug 2024**

Master of Science in Business Analytics (MSBA)

- **Focus** - Statistics, Business Intelligence, Data Warehousing and Data Mining, Evidence Based Management, Accounting.
- **Projects** - Equity Research Analysis for Investment Decision Making (Accounting).
  - Analysis of Undergraduate Tuition Fees for 2023 - 2024 by using one-sample t-test testing Statistic.
  - Forecasting Medical Insurance Costs: A Data Mining Perspective.

WORK EXPERIENCE

Central Library - University of Texas, Arlington (UTA), TX, USA   **June 2024 – Aug 2024**
Graduate Research Assistant at OER Dept:

- Managed automated book lending operations (99% uptime) & led migration of 200+ Open Educational Resources (OER), driving a 30% increase in faculty adoption.
- Enhanced OER discoverability by 40% through cross-functional support, metadata optimization, and integration using Alma, Summon, and LibKey Suite.

Housing - University of Texas, Arlington (UTA), TX, USA   **Mar 2024 – June 2024**
Summer Housing Ambassador:

- Streamlined housing support and recruitment operations using StarRez, resolving 150+ queries with 90%+ satisfaction, driving a 15% increase in applications, and optimizing onboarding and administrative workflows through cross-functional collaboration.

Think & Learn Pvt. Ltd. (BYJUs), Bangalore, India   **June 2021 - Aug 2022**
Senior Business Development Executive:

- Driven 40% increase in customer engagement and 20% revenue growth through targeted marketing, strategic account management, and leadership of a 5-person sales team.
- Optimized CRM-based support, resolving 50+ daily queries with 75% satisfaction, reducing escalations by 20%, and consistently ranking in the top 10 of 600 employees for performance.

Think & Learn Pvt. Ltd. (BYJUs), Bangalore, India   **Dec 2019 - June 2021**
Product Analyst:

- Led cross-functional pilot launches and optimized CRM workflows (LeadSquared, Salesforce), delivering projects ahead of schedule and boosting user acceptance by 10%.
- Improved reporting accuracy by 30% and shaped product strategy through market research, A/B testing, and competitive analysis—recognized as Best Performer of 2020.

SKILLS & INTERESTS

- **Data & Analysis:** Python (Pandas, NumPy, matplotlib), Microsoft Office, Data Visualization, Statistical Modelling, R
- **Product & Project Tools:** Agile Methodologies, Azure DevOps
- **Foundations:** A/B Testing, User Interviews, Market Analysis, Revenue Management Systems, Supply Chain Management