Sahil Sachdev

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EDUCATION

Master of Science in Business Analytics
The University of Texas at Arlington, Texas, USA   **Jan 2022 - Dec 2023**
B.Tech. in Computer Science
Amity School of Engineering and Technology, Noida, India   **Jun 2014 - Jun 2018**

QUALIFICATIONS AND TECHNICAL SKILLS

- **Data Visualization tools:** Tableau, Power BI and Alteryx
- **Microsoft Office:** Word, Excel, PowerPoint
- **Databases:** RDBMS (Oracle, MySQL, IBM DB2, PostgreSQL), NoSQL databases (MongoDB)
- **Programming Languages:** Python (Pandas, NumPy, Scikit-learn, Matplotlib), SQL, R(Tidyverse)
- **Cloud Technologies:** AWS(EC2, Lambda, S3, RDS)
- **Other Tools and skills:** Jira, ServiceNow, Agile/DevOps Methodologies, SAS
- **Certifications:** Professional training in Data Analysis using Python from Analytixlabs

WORK EXPERIENCE

American Tower Corporation, Gurgaon, India, Business Data analyst   **Apr 2019 - Nov 2021**

Tableau Dashboards:
- Real-time Dashboards generation covering Rent Amount across different regions, Asset counts, Sites & project counts, and New SR received with time duration to improve return by 11% on assets.

India rollout Project:
- Orchestrated intensive requirement gathering sessions, achieving 100% documentation accuracy, to meticulously design and integrate complete business workflow functionality for individual departments. Successfully configured the application across Production (Live), UAT, and testing instances. Executed a precise legacy data extraction, analysis, and import process, ensuring a flawless transition to new build functionality.

RTC-ATC & Presales (ed-tech client):
- Thoroughly grasped business intricacies and KPIs through extensive requirement sessions, achieving a comprehensive understanding. Formulated and implemented precise business rules resulting in a 95% accuracy rate in identifying Agent Performance, Customer Response, Customer Satisfaction, and NPS during call analysis. Effectively translated these insights into actionable data through Conversational Analytics, contributing to a 20% improvement in overall operational efficiency.

SQL Case study:
- Effectively integrated SQL databases housing essential customer revenue and rent data, ensuring a seamless flow of information. Employed advanced data analysis techniques, resulting in a 25% enhancement in data accuracy and completeness. Crafted dynamic Tableau dashboards, delivering comprehensive insights and visualizations for informed decision-making. The implementation contributed to a noteworthy 15% improvement in overall business performance.

Data Analysis for India Business:
- Conducted ongoing Support Analysis using advanced Excel features (Pivot Tables, Graphs, HLook-up, VLook-up) and Python (NumPy, pandas) for daily operations. Achieved a 20% increase in data processing efficiency. Extracted and manipulated data through SQL Server Management Tool to address Regular India Business Tickets, resulting in a 15% reduction in ticket resolution time and ensuring seamless business operations.

MetLife GOSC, Noida, India, Internal IT Audit Intern   **Jul 2018 - Jan 2019**
- Led testing for logical access, change management, finance, and IT controls (ITGC, ITAC), achieving a 98% compliance rate in control testing, showcasing robust system integrity.
- Produced detailed work papers, showcasing 100% accuracy in documenting audit execution.
- Highlighted key risk areas, identified issues in the audit, and provided recommendations.

PROJECTS

Capstone Project, Treeni Inc (August 2023- December 2023):
- Capstone Project: Peer Benchmarking for ESG Data.
- Created a Peer Benchmarking project using Python, MongoDB and API Calling to Provide Treeni Company a platform for their clients that compares ESG Scores.

Holiday Package Analysis (August 2022- December 2022):
- Examined the intermediate-to-expert user ratio within a sizable dataset of customer profiles sourced from Kaggle, providing strategic insights for decision-making purposes.
- Attained an outstanding F1 score of 81% through the implementation of classification models, specifically Linear Regression and Decision Trees, to extract valuable insights from the data.
- Enhanced data visualization and communication by refining reporting and planning processes through the development of impactful Tableau dashboards.