MAHESH KUMAR BADAM VENKATA

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SUMMARY

Data Analyst with 2+ years of analytics experience and advanced data science programming skills. A self-learner, always on the lookout for ways to improve productivity in solving business problems by leveraging data analysis tools while maintaining well-organized and presentable work. Proven cross-team collaboration communications skills to build strategic business relationships

EDUCATION

Syracuse University, School of Information Studies, Syracuse, NY **GPA – 3.6**
Master of Science in Applied Data Science **May 2021**
Relevant Coursework: Big Data Analytics (Python, Spark), Data Analysis and Decision Making (Statistics), Database Admin Concepts and management (SQL), Introduction to Data Science (R), Business Analytics, Data Analytics (R)

National Institute of Technology Calicut, India **May 2016**
Bachelor of Technology in Electrical and Electronics Engineering

TECHNICAL SKILLS

Programming	Python, R, Advanced SQL
Data Science Libraries	Python - TensorFlow, PyTorch, NLTK, NumPy, Pandas, Scikit-learn, Matplotlib, Seaborn R - tidyverse, ggplot2, arules, caret, sparkR
Big Data	Apache Spark - PySpark, Hadoop, MapReduce, Hive
Techniques	Linear and Logistic regression, Bagging and Boosting, ANOVA, Neural Networks, K-Means Clustering, Ensemble methods, Decision Trees, Feature Engineering
Tools	Tableau, SAS, SPSS, Databricks, RStudio, Jupyter, Google Colab, Power BI, Google Analytics, Advanced Excel, GitHub, Apache Airflow, Microsoft Access
Cloud	AWS (EC2, SageMaker, S3), Google Cloud Platform (BigQuery, Virtual Machines, Dataproc)
Certifications	Advanced Data Science (**IBM Specialization**), Microsoft Office Specialist Excel 2016

WORK EXPERIENCE

Schneider Electric, India **Jul 2016 – Jul 2019**
Data Analyst
Medallia, a Customer Experience Management (CEM) Product

- Transformed large scale excel reporting to Medallia Journey Analytics which improvised the process to build actionable insights from customer journeys by 80%
- Designed scores distribution dashboards on Tableau which give real-time tracking of front-end user issues on 'se.com' resulted in an increase in customer satisfaction score by ~20%
- Fetched data with a reduced latency on cross-platform, integrated into Medallia by leveraging Genesys, Salesforce APIs

Genesys Applications, a Contact Center technology

- Created views and reports using SQL on various attributes of customer service-related calls, and performed conversational data analysis of chat, email, and social media text using Genesys Text Analytics
- Predicted server requirements, incoming call volume, and workforce in a new contact center by using historical data in nearby countries and Business Analytics using R
- Deployed Genesys Data Visualization tools, Speech Analytics into Schneider Electric CRM

ACADEMIC PROJECTS

Business insights on customer churn prediction **Apr 2020 – Jun 2020**

- Built a data pipeline to collect, clean, stream transactional data and convert into analytics ready information with a latency as low as 4 seconds
- Presented data-driven actionable business insights for a 40% potential reduction in churn using predictive analytics
- Devised web-based dashboard with the best 5 and worst 5 attributes causing promotors and detractors
- Modeled an XGBoost prediction algorithm for brackets of customer satisfaction score with an accuracy of ~95%
- Formulated cohort analysis on customer segments based on 'age-period' technique promoting strategies of customer retention

Topic identification of news articles from web **Mar 2020 – Apr 2020**

- Scraped data from web to collect 2000 articles and refined the data for keywords and topic identification, and created an NLP model with an accuracy of ~90%
- Automated this process by building Python scripts and installed an additional feature of selecting demographic filters

Prediction of temperature inside an electric motor **Dec 2019 – Jan 2020**

- Consolidated, cleaned a raw data of 20000 unique measurement sessions and built a temperature prediction model that reduces manual efforts by 90%
- Predicted ambient temperature with an accuracy of ~95**%** thereby minimizing manual efforts to record measurements
- Researched electric motor sensors, suggested a model to incorporate them, and predict motor temperature from sensors' data

LEADERSHIP EXPERIENCE

Database Team Lead – iConsult Collaborative at Syracuse University **Aug 2020 – Present**
Cultural Events Supervisor – Syracuse University **Oct 2019 – Mar 2020**
Coordinator of Volunteers – Schneider Electric **Aug 2016 – Jan 2019**