

MILAN RAYTHATHA

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SUMMARY

Experienced Data Analyst adept at collaborating with business stakeholders to understand and address their needs effectively. Possesses robust SQL and data manipulation skills, along with hands-on experience in ETL processes. Proficient in leveraging data visualization tools such as Power BI and Tableau to communicate insights. Demonstrates a track record of driving process improvements and extracting actionable insights to support strategic decision-making. Bringing three years of analytics experience to contribute meaningfully to strategic data initiatives.

SKILLS

DATA VISUALIZATION TOOLS: Tableau, Power BI (DAX), SAS, Microsoft Excel (Pivot, VLOOKUP)
DATABASE MANAGEMENT & CRM TOOLS: SQL Server Management Studio, MySQL, Oracle DB, MS Visio, Salesforce
PROGRAMMING & ANALYTICS LANGUAGES: Python, SQL, Visual Studio
CLOUD SERVICES & BIG DATA MANAGEMENT: AWS (data lake), Snowflake, GitHub, SnapLogic
CERTIFICATIONS: Data-Driven Decisions (Google Coursera, 2023), Lean Six Sigma Green Belt, Tableau Certified Data Analyst

EXPERIENCE

HASHTEK INC., *Data Analyst Intern*, Dallas, TX Aug. 2023 - Dec. 2023
Tools used - SQL, PowerBI, Python, SAP S/4HANA.

- Developed and executed SQL scripts, leveraging S/4HANA to extract customer data, increasing marketing insights available for analysis while eliminating the need for manual extraction and saving the team an average of 10 hours per week.
- Conducted comprehensive analyses of customer offers, churn, and call performance to identify opportunities and risks, resulting in a significant 25% increase in customer satisfaction.
- Owned, developed, and reported forecasts and budgets for customer interactions, achieving a 15% improvement in accuracy.
- Applied advanced analytics techniques to forecast and budget for customer-related activities, attaining a 15% increase in accuracy. This led to more effective resource allocation and substantial cost savings.
- Designed intuitive and interactive dashboards using Tableau, increasing user engagement by 30%.

UNIVERSITY OF TEXAS AT ARLINGTON RESEARCH INSTITUTE, *Research Data Analyst*, Fort Worth, TX Sept. 2022 - July 2023
Tools used - SQL, Excel, Power BI, Python, Microsoft Office suite.

- Conducted statistical analysis on a dataset of 25K observations, identifying significant correlations and patterns to support research conclusions.
- Generated monthly reports summarizing research findings, leading to a 25% improvement in data visualization and presentation quality.
- Standardized data entry procedures and developed a data quality assurance dashboard to monitor and track metrics; revamped data accuracy by 25% and streamlined reporting processes by 30%.
- Catalogued, scheduled, and directed research activities for a team of 5 researchers, utilizing agile methodologies, and delivering all projects with a 95% on-time delivery rate and a 25% reduction in project completion time.

HIND SOFTWARE PVT. LTD, *Data analyst*, Nagpur June 2019 - June 2021
Tools used - Python, MySQL, SPSS, Snaplogic

- Proficient in utilizing ServiceNow for IT service management, including incident management, change management, and service request fulfillment, ensuring streamlined workflows and efficient resolution of technical issues.
- Developed and implemented a highly efficient data transformation pipeline, reducing processing time by 30% and resulting in increased accuracy of growth analysis metrics and identified key areas for optimization within our data pipeline.
- Streamlined data delivery process by implementing automated ETL pipelines, reducing time-to-insight by 50%.
- Developed clear and concise engineering guidelines and training materials that were adopted by technical and non-technical teams, resulting in a 30% decrease in errors during data processing.
- Collaborated with stakeholders to identify and implement process improvements, driving a 15% increase in operational efficiency.

TRINITY TECH, *Business Data Analyst Intern*, Pune, India Jan. 2018 - May 2018
Tools used - SQL , Python, Power BI, Excel

- Assembled, cleaned, and organized large data sets, improving data accuracy and reducing analysis time by 30%
- Developed automated workflows and improved data processing efficiency by creating VBA scripts within Microsoft Excel, enabling seamless data manipulation, analysis, and reporting functionalities.
- Designed and coded complex SQL queries to produce actionable insights from internal databases, increasing data analysis productivity by 25%
- Leveraged Python to clean and analyze datasets, minimizing inaccuracies by 25%.
- Developed interactive dashboards using Power BI, resulting in quicker access to key metrics and a 10% rise in efficiency.

PROJECTS

Improving Business Operations using Data Feb. 2021 - Oct. 2021

- Discovered a 90% correlation between a well-educated client base and good product training
- Established that customized business applications educate over 10K customers much better than traditional methods.
- Tools used: Salesforce, Microsoft Excel, Jira, Power BI.

Inflation Analysis Project Mar. 2020 - Jan. 2023

- Aggregated, cleansed and combined data from 10+ public data sources to create a Tableau dashboard of inflation rates over the past 10 years.
- Tools used: Python and Tableau

EDUCATION

University of Texas at Arlington 2021 - 2023
Master of Science in Information Systems and Operations Management

Rajiv Gandhi College of Engineering Research and Technology 2015 - 2019
Bachelor of Engineering Computer Science