

Mohit Pachauri

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SUMMARY

With over **6 years of experience** as a Data Analyst, I have honed my skills in **transforming data into strategic stories** that drive data-driven decision making. I am an **expert in SQL, Tableau**, and collaboration, and have a proven track record of creating complex dashboard reports using various tools. My passion for **uncovering insights** and providing recommendations has **led to measurable improvements** in business performance.

PROFESSIONAL EXPERIENCE

Data Analyst, Google, CA

April 2020- Present

- **Designed CRM backend**, preserving P0/P1 user journeys and enhancing experience. Resulted in 25% reduction in complaints, 20% increase in user satisfaction, and **15% productivity boost** via streamlined workflows.
- **Created centralized data dashboard**, reducing performance issue response time by 40%. Contributed to **30% sales increase** and **25% lead generation boost** via quick identification and capitalization of new opportunities.
- **Achieved successful migration** of 5k sellers from Salesforce to Google-owned CRM system by driving planning and execution efforts, resulting in a **30% increase in efficiency** and improved customer relationship management.
- Conducted end-to-end data analytics by collecting and preprocessing raw data with SQL queries and Python, resulting in valuable insights for data-driven decision-making.
- **Applied Six Sigma principles** to optimize **SQL code** and improve database performance, resulting in a **40% increase in efficiency** and **25% reduction in errors**.

Data Analyst, Internet Brands, CA

Aug 2018 – April 2020

- **Designed interactive Tableau dashboards** outlining varied business metrics for LLC product sales made from different channels and B2B partners and assisted leadership in taking strategic decisions leading to a **5% increase in sales**.
- **Conducted ad-hoc exploratory analysis** on membership data, revealing valuable trends and KPIs. Insights led to **15% increase in page views**, **8% increase in order value**, improving revenue and customer engagement.
- **Created and executed test cases** for UAT and QA testing, **reducing defect slippage by 20%** in the production environment. Ensured delivery of high-quality software meeting functional and non-functional requirements.

Data Analyst Intern, Delhi Development Authority, India

Nov 2015 – Nov 2016

- Identified discrepancies in raw materials inventory data of supplier using SQL and made recommendations on corrective actions.
- Used **Excel** to create charts/report for ad-hoc client requirements using **VLOOKUP**, pivot tables, and array functions.

TECHNICAL SKILLS

Programming Languages: SQL, Python

Databases: NoSQL, MySQL, SQL server

Project Management Tools: JIRA, Confluence, TestRail, MS-Project, Git, Google Docs/Sheets/Slides

Analytics and Visualization Tools: SQL, Tableau, Advanced Excel, Salesforce, Google Analytics, PLX Dashboards

Additional skills: Problem Solver, Critical Thinker, Product Ownership, Team Player, Analytical, Customer focus

EDUCATION

San Jose State University	Master of Science, Engineering Management (MEM) Six Sigma Green Belt Certificate (SJSU)	Dec 2018
Cranfield University	Executive MBA International Week : Project Management	Sep 2018
Uttar Pradesh Technical University	Bachelor of Technology	May 2015

ACADEMIC PROJECTS

Credit Card Fraud Detection Based on Transaction Features

- Conducted data preparation in R, such as data cleaning, feature transformation, and down-sampling.
- Considered Logistic Regression and SVM to classify and rank transactions by fraudulent probability.

Importance of COVID-19 Vaccination – Tableau (Data Visualization)

- Analyzed 2 years of COVID data with 200 million records, to help people understand the importance of vaccination
- Created a Tableau story board to map the relationship between the death and vaccination rates in different regions.