**Shruti Mathur**

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***PROFESSIONAL SUMMARY***

Currently a graduate student in **Information Science** with more than 5 years of experience in IT Service Management. Seeking an entry level Business Analyst/Data Analytics/Business Intelligence Analysis position focused on creating and developing data analysis models for business communications. Proficient in Python, SQL, SAS, R, Tableau Business Analysis, Business Intelligence and Data Modeling Techniques.

***EDUCATION***

*University of North Texas | Denton, Texas* **Expected May 2021**

**Master of Science | Information Science**  GPA: 3.81

*Institute of Management Technology CDL | Ghaziabad, India* **2010-2016**

**Master of Business Administration | Operations and Human Resource**

*Chhatrapati Shahu Ji Maharaj University | Kanpur, India*  **2007-2010**

**Bachelor of Arts, Political Science**

***TECHNICAL SKILLS***

**Software:** RapidMiner, SAS, Tableau, TensorFlow, MySQL, MapReduce/Hadoop, Microsoft Office Suite (Excel), ServiceNow, BMC Remedy, Power BI

**Database**: SQL, MYSQL, PostgreSQL

**Programming Languages:** Python (Beginner), R (Beginner)

**Project Management:** Agile

**Certifications:** ITIL V3 Foundation Certificate in IT Service Management, Certificate Number: 00283885

***PROJECTS***

**Crime Incidents Reported in 2020 Data | Tableau 2020**

* Created a Dashboard to find crime incidents raised over the months with 66,000 records and 21 feature variables available in the dataset along with the zip code that were reported in, incidents by type of location like apartments, parking lots, average age of male and female victims of the reported crime incidents with their ethnicity.

**Extracted Behavior Citation Data| Python 2020**

* Extracted and cleaned references from 9 flagship journals using Regular expression, Selenium Web driver.
* Modeled and transformed journals to get multiple facets and approaches that will help make the decisions more scientific. Applied various analysis like Article Topic Modeling, article names that have appeared frequently used. We have used LDA, Pandas library

**Aquatic Ecology Database| MYSQL Workbench 2020**

* Designed a database using MySQL for users who wants to access information related to fish ecosystem such as fish Species Name, Public Name, diet, Genus, Location. Built business rules on the entity-relationship diagram, normalized the database up to 3rd Normal Form, and executed queries to store and retrieve data.

**Sentiment Analysis of Hotels Reviews Across Europe | RapidMiner 2020**

* Implemented Association Rule Mining and K-Mean clustering analysis using RapidMiner to understand travelers’ sentiments staying in hotel across Europe with 5000+ reviews.
* Conducted data pre-processing over 10,000 of records using missing value imputation, and various other techniques.

**Global Covid-19 Case Analysis in USA | MS Excel 2020**

* Pre-processed 8589 records with 14 feature variables available in the dataset and analyzed the trend for total cases, total deaths, and recovery. Performed Data Analysis using Excel VLOOKUP, Pivot table and Pivot chart.
* Predicted the number of total cases in the USA performing the correlation and linear regression with 99.20% accuracy.

***EXPERIENCE***

**DXC Technology** | Noida, India **Mar 2011 – Oct 2015**

*Incident Manager:*

* Improved business performances with ultimate ownership and responsibility for end to end Management activities for all Severity 1 & 2 incidents supporting with multiple accounts (**Estee Lauder, VF Corp, AON).** Documented and tracked the timeline of events that occurred in the process to resolution for each of the incidents managed in support of postmortem/root cause analysis.
* Performed notifications and status of all incidents to high level internal leadership and client while managing SLA's. Established incident, preventative incident, preventative incident tickets and reports. Achieved 90 % metrics and reporting requirements and maintained relevant SLA/KPI metrics.
* Served the role of team subject matter expert and handled 7 team members and management for company tools to provide training, greatly improving overall productivity.
* Recorded, managed, and advanced the problem by escalating to the elevated level expertise, if appropriate, by integrating with change management, incident management, and configuration management.
* Developed and Maintained the ServiceNow Major Incident Response module and interfaces with notification tools.

**HCL Technologies BPO Services |** Noida, India **Sep 2009 – Feb 2011**

*Sr. Customer Care Executive:*

* Provided 97 % resolutions to network and wireless issues of broadband service provider British Telecom, U.K