

NEHA KAPADEKAR

Business Analyst | Mumbai | 7021248120 | nehakapadekar25@gmail.com | [LinkedIn](#)

Skilled in Data Visualization, Analysis, Modeling, and Dashboard Creation. Committed to simplifying complex information and driving meaningful strategies. Excited to apply academic and practical knowledge for impactful results in an innovative organization.

KEY SKILLS

- SQL
- Excel
- WordPress
- Power Bi
- Tableau
- Python
- HTML/CSS
- Data cleaning
- Communicative
- Data preprocessing
- Research
- Committed

EXPERIENCE

INFOSYS - Senior Systems Associate

Jan 2021- June 2023

- Optimized and redesigned Lumen's network infrastructure across the U.S., achieving a **20% cost reduction** in operational expenses
- Developed circuits using applications like TIRKS, ASRI, OpenCi, and Pro
- Awarded **Highest Throughput in CIS Department** for outstanding contributions and consistent excellence.

INTERNSHIP

EUREKA - Business Analyst Intern

May 2024 – Aug 2024

- Analyzed and compared **30+ HRMS tools** based on features, pricing, and user feedback
- Designed and implemented core HRMS modules with a focus on **scalability and user-centricity**, improving operational efficiency
- Developed a standardized framework for **Business Requirements Documents (BRDs)**, reducing project onboarding time by **15%** and streamlining knowledge transfer across teams.

NEUBRAIN - Business Analyst Intern

Feb 2024 – May 2024

- Designed an innovative **WhatsApp chatbot workflow** for patient support, reducing response time to common queries to under **2 minutes**
- Improved website functionality using **WordPress** and automated email systems, leading to a **25% increase in user engagement**
- Conducted research on recyclers, creating actionable one-page summaries.

EDUCATION

ITM BUSINESS SCHOOL, NAVI MUMBAI, MAHARASHTRA

2023 – 2025

Post Graduate Diploma Management – Business Analytics, Pursuing

PILLAI COLLEGE OF ARTS, COMMERCE AND SCIENCE

2017 - 2020

Bachelor of Science – INFORMATION TECHNOLOGY – 8.07 CGPA

PROJECTS

- **Loan Status Tracker:** Visualized loan application metrics, approval rates, and processing times
- **Pizza Sales Dashboard:** Created Power BI dashboards with KPI cards, sales trend analysis, and actionable insights
- **Inventory Prediction for Restaurant in Navi Mumbai:** Developed a machine learning model using Random Forest Regressor and GridSearchCV to predict restaurant inventory needs with 79% accuracy.

CERTIFICATION

- The Ultimate Excel VBA Course: Learn and Master VBA Fast – Udemy

EXTRACURRICULAR ACTIVITIES

- Led onboarding training for network design at Infosys
- **Gold medalist** in the All India HOPE Talent competition and active participant in arts and cultural events
- Successfully **raised ₹10,500** for underprivileged children through crowdfunding and social media campaigns.