

## CAREER HIGHLIGHTS

### *Data Analyst / Business Analyst*

*Highly skilled in developing and optimizing analytical tools and reporting systems, enhancing data accuracy and processing efficiency, and managing complex projects autonomously to drive strategic alignment and improve business outcomes.*

- **Enhanced** data accuracy and delivered actionable insights through thorough data inspection, cleansing, and analysis
- **Developed** robust reporting tools and optimized backend systems to enhance user experience and reduce error rates
- **Maintained** close collaboration with higher management to ensure strategic alignment and successful project execution

## EDUCATION

**Master of Science in Business Analytics**, Rady School of Management, University of California, San Diego, CA 06/2024  
New Product Development, Business Analytics, Innov. Product and Project Management, Customer Analytics

## SPECIALIZED SKILLS

**Languages/Coding and Tools:** Python, MySQL (Advanced), PostgreSQL, DBMS, Tableau, Data Analysis, Business Analysis, Dashboard Building, Data Manipulation, Data Visualization, MS Word, MS Excel, SDLC, Jira, ETL

## EXPERIENCE

**Sr. Analyst** Capgemini, Mumbai, India [*Award/Recognition – Rising Star*] 08/2021 - 07/2023

**ATLAS [Automation Tracking Learning and Analytical System]**, Application 12/2021 - 07/2023

- Managed development, database, and support activities autonomously; initiated and executed Change Request Processes for 40+ new features released by closely collaborating with Higher Management for strategic alignment
- Proficiently conducted data inspection, cleansing, and analysis, resulting in a 25% improvement in data accuracy and providing actionable insights for decision-making
- Enhanced analytical tool to monitor the life cycle of 900+ Automation Use-Cases for clients (e.g. GE, Disney, Subway)
- Automated the calculation of key Value Metrics (Efforts Saved, Success Rate, Speed, Execution Count) using Spring MVC, **PostgreSQL**, and JPA, reducing manual efforts by 80% and improving processing speed

**Compliance Portal [Reporting Tool]**, Application 04/2022 - 02/2023

- Developed reporting tool associating 5000+ Incidents, Service Requests, Problem Management records across 80+ clients
- Built a back-end using Spring Boot, JPA, **MySQL**, AngularJS, enhancing user experience and reducing error rates
- Reduced response time (2 mins to < 7 secs), streamlined report generation (2 hrs to 1 min), saving over 100 hours of support team time monthly through efficient batch job implementing Cron Expressions & Multi-Tenant Database method

**CBE [Critical Business Events]**, Application 08/2021 - 12/2021

- Designed an application to oversee 50+ disruptive incidents in security, operations, risk management, etc. that poses serious risk or threat to organizations, by fostering proactive strategies rather than reactive during critical events
- Implemented Java, **MySQL**, and JDBC batch jobs, facilitating the input of key events and scheduling, and automatically triggering Outlook calendar reminders, resulting in increase in stakeholder and team engagement

## PROJECTS

**Customer Retention, Callaway Golf – Capstone** [Python, Predictive & Prescriptive Analytics] 04/2024 – 06/2024

- Analyzed consumer purchase behavior and predicted customer churn for a major transition from B2B to B2C, utilizing advanced techniques like Logistic Regression, Random Forest, Neural Networks, and XGBoost
- Conducted data analysis to identify at-risk customers based on inactivity and implemented targeted retention strategies
- Prepared Data Quality Reports, performed Data Analysis, and executed Feature Engineering for modeling readiness
- Developed and optimized machine learning models and pipelines to improve customer engagement and retention
- Measured efficiency of interventions through detailed ROAS analysis, contributing to enhanced retention strategies
- Collaborated effectively with cross-functional teams to translate complex data into actionable insights, enhancing strategic decision-making

**Hospital Dashboard, Business Intelligence Systems** [Python, Tableau] 10/2023 – 12/2023

- Implemented Financial Analysis methodologies to track hospital earnings over distinct periods, facilitating precise identification of health issues with highest financial impact, enabling strategies for more informed decision-making
- Led analysis of patient demographics, health variables, including nature of health issues, duration of hospital stays, treatment costs and COVID-19 impact on hospital functions, informing strategic decisions and operational enhancements

## PROFESSIONAL AFFILIATIONS & LEADERSHIP

**Business Plan Head, Team Ethan Racing** [A Formula Student Team] 2017-2021

- Led a team for 5 members to development, and presentation of business plans for Formula Student competitions
- Secured top 15 and 8 ranks at Formula Bharat'21 and Formula Imperial'21, and earned a nomination for the 'Innovative Concept Award' at Formula Bharat'21