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EDUCATION

• MASTER OF INFORMATION SYSTEMS MANAGEMENT CARNEGIE MELLON UNIVERSITY

PITTSBURGH, PA • MAY 2017

Relevant Courses: **Spreadsheet Modeling & Decision Analysis, Statistics, Data Mining, Adv. Business Analytics, NoSQL, R, Financial Accounting, Python, Data Warehousing**

• BACHELOR OF ENGINEERING - ELECTRICAL & ELECTRONICS CHAITANYA BHARATHI INSTITUTE OF TECHNOLOGY – AUTONOMOUS HYDERABAD, INDIA • JUNE 2012

WORK EXPERIENCE

ADVANCED ANALYTICS CONSULTING INTERN • NIELSEN COMPANY Bangalore, India • June 2016 – August 2016

Industry: **TELECOMMUNICATIONS, AUTOMOBILE**

- Developed a **Multi-class Prediction Model** to classify consumer sentiments (tweets) of an automobile giant using **Text Mining** and **NLP** in Python and R; achieved 80% accuracy.
- Contributed to the development of a **Classification Model** (URLs/URIs) using consumers' browsing data of telecom giant as a part of **Interest Segmentation**.
- Created an executable application in Python where programs from MS Office could be directly accessed from a single interface.
- Gained proficiency in **data parsing, data manipulation, data cleansing, modeling and interpretation**.

SR. SYSTEMS EXECUTIVE • COGNIZANT TECHNOLOGY SOLUTIONS CHENNAI, INDIA • DECEMBER 2012 – JUNE 2015

Industry: **BANKING & FINANCIAL SERVICES**

- Analyzed, designed and improved various **end-to-end operational processes** for a **major U.S. Banking and Financial Services client**.
- **SPOC** for **strategizing, negotiating and interacting** with clients to ensure **client satisfaction** during process or policy **violations**.
- **SPOC** for Daily Standup Calls with the clients.
- **Monitored** the processes, generated **performance reports, dashboards** and tracked the metrics to ensure **SLAs** were met.
- Identified and evaluated the root causes of persistent issues by conducting **root cause analysis (RCA)**
- Provided research and troubleshoot problems within the scope of Incident and Change Management.
- Underwent 80hrs of external training in **Practical Coding for SAS**.

RELATED PROJECTS

- Kaggle (*ongoing): **Analyzing & reviewing trends** in the consumer behavior data from **Santander bank** to **predict** what products customers might purchase.
- Developed a **Database Management System** using **SQL** on Oracle Database 11g
- **Data Mining** for Hire Heroes, USA; Tools: Weka, Tableau & IBM Watson Analytics
- Developed **Web-based Mapping tool** for ACM Digital Library using **Python (RAD)**
- **Java based** 'Student Analytics' System

SKILLS

- Programming: **SAS, SQL, R, Java, Python(NumPy, Theano, Pandas), C, C++**
- Tools: **Analytic Solver**, Jupyter Notebook, RStudio, Spyder for Python, **Tableau**, IBM Watson, NetBeans for Java, Weka, **MS Office**, Minitab, HPSM
- Other: BrainBench® MS Excel -2007 Certified, **Six Sigma** – Yellow Belt and ITIL V3 Certified

AWARDS & ACTIVITIES

- **Teaching Assistant**, Spreadsheet Modeling & Decision Analysis [Decision Making Under Uncertainty (Optimization)], CMU 2016
- **Student Ambassador**, Heinz College, CMUA'16
- **Member**, Australian Computer Society, 2015-16
- **Merit Scholarship**, Carnegie Mellon University
- **Associate of the Month**, Cognizant Technology Solutions, March 2014