Pranav Kadhiroo

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EXPERIENCE

MASTERGLOBAL LOGISTICS | Systems Engineer
Sept 2025 – Dec 2025 | Dubai, U.A.E
- Architected and developed a custom Warehouse Management System (WMS) using Node.js, Next.js, PostgreSQL, and REST APIs, digitizing 4+ core warehouse workflows (inbound, allocation, loading, dispatch) and eliminating manual spreadsheet tracking.
- Engineered shipment lifecycle management with 4-state transitions (Received, Allocated, Loaded, Dispatched) and real-time status synchronization across dependent modules.
- Optimized SQL queries and reporting pipelines, reducing report generation latency by 70% and improving operational visibility for multi-agent container operations.

UNDERGRADWORKS.AE | Co-Founder
June 2024 – Nov 2024 | Dubai, U.A.E
- Built and scaled a student community of 300+ users, driving peer referrals and consistent platform engagement through data-informed strategy execution.
- Led end-to-end marketing strategy design, achieving measurable growth in user acquisition and engagement metrics within a 3-month period.
- Selected for Cohort III of the EBS Global Incubator at Heriot-Watt University Dubai, recognizing innovation and leadership capabilities.

PROJECTS

FRAUD DETECTION IN E-COMMERCE SESSIONS | Python, Pandas, Matplotlib, Seaborn, Scikit-learn, SQL
- Analyzed 9.3 M+ user sessions to identify anomalous buying patterns using Z-Score and Isolation Forest methods.
- Detected and flagged 580 K high-risk sessions, demonstrating ability to build scalable analytical solutions for fraud prevention.

CALL CENTER PERFORMANCE ANALYSIS | Python, Pandas, Matplotlib, Seaborn, Excel, NLP
- Built an end-to-end analytics solution for 100K+ records to uncover performance bottlenecks and predict call center KPIs.
- Implemented NLP-based call categorization, improving routing accuracy by 20% and automating manual tagging.
- Designed logic to detect agent inefficiencies using silence and workload analysis, driving a 12% reduction in idle time.
- Proposed IVR flow optimizations to eliminate redundant queries, potentially reducing call volume by 25%.

SALES DATA ANALYTICS PROJECT | SQL
- Analyzed enterprise sales data to uncover revenue trends, customer purchase behaviors, and regional performance gaps.
- Developed complex SQL queries to compute KPIs including total sales, average order value, churn rate, and month-over-month growth.
- Delivered insights that supported data-driven pricing and regional strategy decisions, improving business intelligence efficiency.

EDUCATION

DELHI TECHNOLOGICAL UNIVERSITY
B.Tech Software Engineering
2021-2025 | Delhi, India
CGPA: 8.43/10

OUR OWN ENGLISH HIGH SCHOOL, BOYS BRANCH
Class XII
2021 | Sharjah, U.A.E
Grade: 95%

OUR OWN ENGLISH HIGH SCHOOL, BOYS BRANCH
Class X
2019 | Sharjah, U.A.E
Grade: 90%

SKILLS

PROGRAMMING
Python • C++ • SQL • JavaScript

TECHNOLOGIES
Node.js • PostgreSQL • REST APIs • HTML • CSS Pandas • NumPy • Matplotlib Seaborn • scikit-learn • Tableau Power BI • MySQL Generative AI • Git/GitHub

LANGUAGES
English • Hindi • Malayalam

RELEVANT COURSEWORK

Data Structures and Algorithms
Object Oriented Programming
Machine Learning
Database Management Systems
Operating Systems

LEADERSHIP & IMPACT

- **Educator & Mentor, Desh Ke Mentor (Govt. of Delhi):** Guided 10+ students over 6 months; recognized by NCT Govt. for impactful mentorship.
- **Community Volunteer, Seva Club:** Led donation drives and Iftar distribution, supporting 300+ individuals.
- **Athlete – Karate (National Level):** Winner, UAE Open Karate Championship 2016; demonstrated discipline, focus, and competitive spirit at a national level.