

Rudrakshi Moudgil

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EDUCATION

University of Maryland, Robert H. Smith School of Business

College Park, MD, USA

Master of Science in Information Systems, 3.68/4

Jan 2025 - May 2026

- **Relevant coursework:** Data Mining & Predictive Analytics, Data Analysis in Python, Data Models and Decision using R, Managing Digital Business Markets, Project Management, Business Process Analysis
- Terrapin Scholar, Program Representative, Student Ambassador for Smith Masters Student Association

Kurukshetra University, State Institute of Engineering & Technology

Karnal, HR, India

Bachelor of Technology in Computer Science & Technology, 3.3/4

Aug 2017 - May 2021

- **Relevant coursework:** Database Management systems, Engineering Mathematics, Discrete Mathematics

TECHNICAL SKILLS

- **Data Analytics & Business Intelligence:** SQL, Python, Excel, R, Power BI, Google Analytics, KPI Tracking, ETL Processes, Data Processing, Data Pipelines, Business Process Modeling
- **Agile & Project Management:** Agile Methodology, Scrum, Risk and Change Management, Stakeholder Collaboration
- **Technical & Cloud:** Web Development, Remix, API Integration, AWS, Technical Documentation, Jira, Confluence
- **Market Research & User Insights:** Competitor Analysis, Customer Segmentation, Behavior Analytics, Competitive Strategy in Digital Markets, Platform Strategy

WORK EXPERIENCE

Coforge

Noida, UP, India

Team Leader

Oct 2023 – Jul 2024

- **Led an 8-member engineering team** through the full SDLC for British Airways' website pages, driving on-time delivery and improving service quality
- Designed SLA performance dashboards that highlighted incident trends, **cutting average resolution time by 15%** and strengthening leadership reporting
- **Elevated customer satisfaction score from 8.0 to 9.3** within 4 months by implementing operational strategies like fortnightly communications, setting up technical training for the team that enhanced efficiency and turnaround time

Software Engineer

Jun 2021 – Oct 2023

- Developed and maintained production-grade code across multiple projects, adhering to SDLC best practices and **achieving a zero-defect run rate** in deployed releases
- Collaborated with clients to customize BA's (British Airways) website using HP TeamSite, aligning deliverables with evolving requirements and **enhancing user experience**
- Migrated BA.com 50+ website pages from legacy CMS to Adobe Experience Manager, featuring data integrity, **zero downtime, and reduced bounce rate by 30%**
- Implemented promotional updates (sale banners) on BA.com, securing accurate deployment with **zero UAT defects** and enabling seamless rollout of revenue-generating campaigns

PROJECT EXPERIENCE

Pho Thom (Restaurant) Data Analysis (SQL)

Goal: Analyze Customer reviews across multiple platforms to identify sales opportunities & improve Customer satisfaction for PhoThom Restaurant

- **Managed a team of 4** in data collection, SQL based Analysis and leveraging LLM for sentiment analysis, reducing data preparation time by 20%
- Built entity relationship & process workflows in Lucidchart to visualize insights and optimize decision making
- Delivered recommendations on how to increase sales and enhance customer experience

YouTube Video Success Prediction (R, Machine Learning)

Goal: Predict the likelihood of a YouTube video's success using classification models

- Performed feature engineering and data preprocessing in R to optimize model performance and interpret influential success factors
- Applied multiple ML models like Decision Tree, Random Forest, and XGBoost achieving 85% accuracy