

Rudrakshi Moudgil

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EDUCATION

University of Maryland, Robert H. Smith School of Business Master of Science in Information Systems , 3.68/4	College Park, MD, USA Jan 2025 - May 2026
<ul style="list-style-type: none">• 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 Bachelor of Technology in Computer Science & Technology , 3.3/4	Karnal, HR, India Aug 2017 - May 2021
<ul style="list-style-type: none">• 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 Team Leader	Noida, UP, India Oct 2023 – Jul 2024
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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