Ravi Kumar Ram

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PROFESSIONAL SUMMARY

Data-driven professional with 4 years of experience translating data into impactful solutions. Demonstrated success in boosting decision-making by 15% and reducing manual effort by 20% through insightful dashboards and process optimization. Eager to leverage expertise in data analysis, visualization, and collaboration to deliver value to your team.

EDUCATION

- **University of Florida - Warrington College of Business**   Gainesville, FL
  MS in Information Systems and Operations Management - Data Science (GPA - 3.75)   *Aug 2022 - May 2024*
- **University of Mumbai**   Mumbai, India
  Bachelor of Engineering in Electronics (GPA - 3.7)   *Aug 2014 - May 2018*

SKILLS SUMMARY

- **Languages:** Python, R, SQL, C#, C, Java, PL/SQL, HTML
- **Tools:** Power BI, Tableau, Looker Studio, JIRA, MySQL, MS Excel, MS PowerPoint, MS Office, HP ALM, Testrail, Mage
- **Platforms:** Azure DevOps, Google Cloud Platform, Looker, Kubernetes (GKE), BigQuery, Linux, Arduino, Raspberry Pi

EXPERIENCE

- *Business Analyst*   **LTIMindTree – Mumbai, India**   *May 2021 - May 2022*
  o Developed Power BI dashboards that boosted decision-making efficiency by 15% and reduced manual monitoring efforts by 20%, enabling end-users to evaluate performance and make data-driven decisions while monitoring progress.
  o Gathered and assessed business requirements and process workflows, and communicated inconsistencies and critical issues to multiple stakeholders by coordinating with over 20 project leads and more than 10 project managers.
  o Designed over 30 dashboards, reports and filters in Jira, enhancing project efficiencies by tracking the progress of 325+ enhancement tickets and bugs.
  o Devised scheduled Power BI reports and scorecards, boosting productivity and saving over 20 hours of manual work per month.

- *Lead Quality Analyst*   **LTIMindTree – Mumbai, India**   *Oct 2019 - Apr 2021*
  o Led an 8-person team of engineers to test and deliver projects on time and within budget using Agile Scrum.
  o Managed database and testing teams during the development of a cash collaboration tool thereby cleaning up $4.6M of unapplied cash and increasing the efficiency in payments and invoices by 74%.
  o Built Excel-based automatic processes streamlining reporting and documentation, resulting in a reduction of effort of 4 hrs/week.
  o Automated a web automation testing framework and regression test suites, achieving a 35% decrease in software testing time.

- *Quality Analyst*   **LTIMindTree – Mumbai, India**   *Oct 2018 - Sep 2019*
  o Enhanced the quality and stability of the financial software application by 30% by executing regression, UAT, performance, and load testing by adding 200 virtual users.
  o Tested 9 web and desktop applications with Waterfall methodology, and collaborated with cross-functional teams to highlight risks and suggest mitigation steps for delivering high-quality software.

PROFESSIONAL CERTIFICATIONS

- **SQL (Basic & Intermediate)**   HackerRank
- **Introduction to Data Analytics**   Google
- **Cloud Computing Fundamentals**   Google
- **Analyzing and Visualizing Data**   Google
- **What Is Business Analysis?**   International Institute of Business Analysis
- **Business Benefits Realization Foundations**   Project Management Institute

PERSONAL / ACEDEMIC PROJECTS

- **Hotel Loss Analysis & Optimization:** Suggested improvements in pricing and promotional decisions, resulting in a 10% revenue increase, and reduced reservation cancellations by 12% through data analysis, including data cleaning, manipulation, and EDA using Pandas, Matplotlib, and Seaborn.
- **Analyzing Streaming Giants**: Led a data visualization (Tableau) comparative study of Netflix and Amazon Prime Video, crafting interactive 13+ dashboards to deliver insights for emerging streaming platforms, production houses, and wider consumer audience.
- **Decoding Uber Tips:** Improved Uber tip accuracy by 11% by analyzing distance, passenger count, and payment methods. Built a Python model deployed on Google Cloud, loaded via Mage pipeline to BigQuery, and visualized findings in Looker Studio.
- **Credit Card Fraud Detection:** Created 10 ML (neural network) models employing data modeling techniques to detect credit card frauds and managed PCA-transformed imbalanced data using scikit-learn, TensorFlow, Keras, and NumPy in Google Colab.
- **Disease prediction:** Developed a robust machine learning model in a Jupyter notebook to efficiently predict human diseases based on symptoms by combining predictions from 3 models, with visualizations of data balance and model performance metrics.