

## PROFESSIONAL SUMMARY:

Process oriented **data analyst** with 5 years of experience. Experienced in interpreting and analyzing data to drive growth. Reduced operating costs by 15%. Furnished insights, analytics, and business intelligence needed to guide decisions.

## CORE PROFICIENCIES:

- |                          |                       |                            |
|--------------------------|-----------------------|----------------------------|
| • Problem Identification | • Analyzing Results   | • Data Analysis Techniques |
| • Interpreting Trends    | • Process Improvement | • Reports Creation         |

## TECHNICAL SKILLS:

**Languages:** C/C++, C#, R, SQL

**Tools:** MS Word, MS Excel, MS PowerPoint

**Databases:** SQL Server, MS Access

## PROFESSIONAL EXPERIENCE

Microsoft via [InConsulting, Inc.](#), Redmond, WA {Feb 2018 – Jun 2018}

### Data Scientist – LEAP Apprentice (Contractor)

- Azure customer experience data analysis
- Used the power of text analytics to reduce customer service engineer's time in answering online customer questions by at least 15 minutes per question

[HyGen Pharmaceuticals, Inc.](#), Redmond, WA {Jun 2011 – Aug 2015}

### Operations Manager [Compliance, Data, & IT]

- Optimized inventory by implementing safety stock methods while maintaining current service levels
- Directed weekly cross-functional team meetings as part of the accounting, inventory, and operations continuous improvement process
- Increased operational efficiencies by more than 10% by spearheading the negotiation and launch of new service and systems
- Improved quality of pick, pack and ship efficiencies by over 50% by implementing tougher procedures
- Oversaw operations including smooth running of licensing and regulatory compliance & system integration.
- Successfully implemented and enforced departmental and organizational policies in accordance with the state and federal regulations in one of the most highly regulated industries
- Expanded business dealings to all 50 states by leading company to a value added accreditation

[HyGen Pharmaceuticals, Inc.](#), Redmond, WA {Mar 2008 – May 2011}

### Data Analyst

- Created test cases, SQL queries and stored procedures for testing new ERP system
- Optimized data collection procedures & generated reports regularly using Crystal Reports/MS Access
- Successfully interpreted data to draw conclusions for managerial action and strategy
- Worked with purchasing & operations department to set up, monitor & maintain automated product purchases & co-ordinate product recalls
- Presented findings to operations team to improve operational strategies

[CNO IT Services India, Ltd](#) (Formerly, Codelinks Data Services), Hyderabad, India {Jun 2001 - Sep 2002}

### Programmer Analyst

- Analyzed insurance policy data and generated regular reports
- Created life insurance policy projection reports using spreadsheets (Excel, Lotus)
- Used Excel functions like VLOOKUP & HLOOKUP
- Initiated the process of adding new problem solving techniques to reduce customer service time by 50%

## EDUCATION:

MS in **Statistics**, [University of Pune](#), India, 2001

Software Testing Certificate, [Bellevue College](#), 2007

Data Science Certificate, [University Of Washington](#), 2017

### Projects: [Analysis of US National Unemployment Rate](#)

**Goal:** Conduct time series analysis and fit a model to forecast unemployment rates into the future

➤ [Analysis of Automobile Price](#)

**Goal:** Conduct exploratory analysis, compare tests of hypotheses and models of regression

➤ [Analysis of tipping behavior of passengers of NYC Taxis](#)

**Goal:** Conduct decision tree & regression to predict if passengers tip the taxi driver after a ride