SAIKIRAN REDDY SALAMA

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SUMMARY

Junior Data Analyst with hands-on experience in SQL, Python, Power BI, and Tableau, recently graduated with an M.S. in Advanced Data Analytics (CGPA 3.9/4.0). Proven ability to transform raw data into actionable insights that drive operational efficiency and customer satisfaction at Amazon India. Seeking to leverage strong analytical, visualization, and reporting skills to support data-driven decision-making for organizations in India.

WORK EXPERIENCE

Shipping & Delivery Support Associate at Amazon, India   Apr 2022 to Jun 2023
Flex Payment Investigator & SME (Subject Matter Expert)

- Collaborated with cross-functional teams to improve accuracy of payment and delivery information, resulting in a 10% increase in employee productivity.
- Served as the Subject Matter Expert for payment processes, research, and dispute resolution, ensuring prompt resolution of customer issues and maintaining a high level of customer satisfaction.
- Analyzed and compiled customer payment data, adhering to company policies and procedures, leading to improved financial transparency and compliance.
- Trained 40 new agents successfully, achieving a 100% pass rate in the ramp-up phase.

Shipping & Delivery Support Associate at Amazon, India   Aug 2021 to Mar 2022
Flex App Support

- Monitored and resolved an average of 80 customer service tickets per day, ensuring timely resolution and maintaining a customer satisfaction rate of 95%.
- Provided technical support to over 200 customers daily through email, resulting in a reduction of unresolved issues by 30% within three months.
- Developed and implemented new payment protocols in collaboration with the compliance team, resulting in a decrease in payment disputes by 20% and improved adherence to industry standards.

CORE COMPETENCIES

Data Preparation & Cleaning: Pandas, NumPy, PySpark, ETL, Data quality audits
Analytics & Modeling: SQL (MySQL, BigQuery), Excel (Power Query, Pivot Tables), Statistical Analysis, A/B testing, Regression, Forecasting
Visualization & Reporting: PowerBI, Tableau, Matplotlib, Seaborn, Interactive dashboards, Storytelling
Business Intelligence: KPI design, Metrics tracking, Ad-hoc and Automated reporting
Tools & Platforms: AWS S3/Redshift, Git, Windows, macOS

RESEARCH PUBLICATIONS

Salama, S. R. (April 2025): The Impact of COVID-19 Pandemic on Undergraduate Enrollment in the United States: A Quantitative Analysis.

- Published in Proceedings of the **6th International Conference on Data Analytics & Management (ICDAM 2025)**, London Metropolitan University, UK.
- Available at **Link**

ACADEMIC PROJECTS

Chicago Crime Forecasting (2001 - 2025)

- Utilized 8 M+ records; engineered temporal & spatial features in Python.
- Tested XGBoost, LSTM, Prophet; best model (XGBoost) achieved RMSE ↓ 18 % vs. baseline.
- Deployed interactive Tableau dashboard for law-enforcement stakeholders.

Netflix Content Analytics

- Executed ETL in BigQuery SQL; performed EDA with Pandas.
- Identified genre-age rating gaps, informing 2024 content strategy; visualized in Power BI.

Hotel Booking Cancellation Reduction
- Ran ANOVA & logistic regression to pinpoint cancellation drivers; proposed interventions predicted to save $9M annually.

EDUCATION

Master of Science in Advanced Data Analytics   **May 2025**

- University of North Texas, Denton, TX   **CGPA: 3.9/4**

Bachelor of Science in Computer Science   **July 2022**

- Osmania University, Hyderabad, Telangana, India
- Majors – Computer Science Minors – Botany, Zoology   **CGPA: 8.95/10**