

Sanad Dhital

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EDUCATION

Park University

Kansas City, MO

Master of Science in Information Systems and Business Analytics

May 2025

Bachelor of Science in Mathematics with Statistics Minor

2018 – 2022

Project Management, Geographical Information Systems (GIS) and Drone Operations Certificate

Relevant Courses: Machine Learning in Python, Data Architecture, Data Analytics for Business, Statistics, Probability, Data Structures & Algorithms, Linear Algebra, Geographic Information Systems, Java, Object Oriented Programming

WORK EXPERIENCE

Spotlight Analyst Relations

Kansas City, MO

Operations Analyst Intern

Aug 2023 - Nov 2023

- Improved internal workflows on QuickBase application platform, resulting in addition of 100+ KPI reports across multiple dashboards, enhancing metric visibility for Client and Non-Client Teams.
- Prepared and disseminated comprehensive monthly business reports to executive leadership and team leads, ensuring clear communication of workload, client health, sentiment, and watchlist.
- Streamlined the monthly audit process by developing an automated data updating pipeline, significantly reducing manual work, and improving efficiency; Expedited MRR audits ensuring alignment with forecast.
- Successfully integrated HubSpot CRM into the daily operation of the client consulting team, significantly improving access to client's information.

Thematic

Culver City, CA

Data Analytics and Biz Dev Extern (Music Industry)

Jun 2023 - Aug 2023

- Conducted comprehensive research on the Content Creation and Music industries, culminating in a robust PostgreSQL database of songs entities.
- Developed a Multilinear Regression model utilizing Python ML libraries, effectively predicting song popularity based on various attributes such as tempo, energy, danceability, and duration.
- Identified and initiated contact with potential leads, including 20 YouTube Creators and 5 Independent Music Artists, driving the expansion of the sales funnel.

Park University

Kansas City, MO

ITS Help Desk Team Lead

Aug 2023 - Present

- Resolved technical issues such as login, authentication, and computer troubleshooting, utilizing platforms like Azure, Microsoft Authenticator, Active Directory, Salesforce, CX, and Citrix virtual desktop.
- Managed customer service interactions, including phone inquiries, ticket management and assistance with class reenrollment, payment processing, and transcript requests.
- Maintained stringent adherence to HIPPA and CIP standards handling sensitive Personal Identifiable Information.

Mathematics and Statistics Tutor

Aug 2021 - May 2023

- Assisted over 200 students through graduation by developing personalized lesson plans.
- Crafted comprehensive learning resources focused on advanced statistics topics such as confidence intervals and hypothesis testing; designed excel templates and model datasets to assist student learning on applied statistics.

PROJECTS

Yelp.com customer reviews- Sentiment Analysis ([project link](#))

- Identified market standing of businesses/services in yelp.com using sentimental analysis; calculate Polarity and Subjectivity score of customer reviews for businesses.
- Designed a web scraper to extract review text from the website; transformed, lemmatized, and predicted using Natural Language Processing (NLP) tools.

Prediction of Gender Inequality Index – Regression Analysis ([project link](#))

- Built and trained a multilinear regression model to predict GII value of a country with 83% accuracy based on 5 variables (Maternal mortality, Adolescent birth, Female parliament seats, Female labor participation and Female education) using python libraries (pandas, matplotlib, sklearn, NumPy).

SKILLS SUMMARY

• Python • Machine Learning • NLP • React • Express • REST API • MSSQL • Hypothesis Testing • A/B Testing • Web Scraping • R • git • HTML • CSS • QuickBase • Salesforce • HubSpot • QuickBooks • Tableau • ArcGIS • Microsoft suites