SANTHOSHI BIRADAR

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EDUCATION

Saint Louis University   **St. Louis, MO**
M.S in Information Systems | GPA: 3.8   *Graduation: May 2025*
Relevant Coursework: Business Analytics, Requirements Engineering, Agile Systems Development, Data Visualization, SQL

EXPERIENCE

Amazon   **Hyderabad, India**
IT Analyst Intern   *Mar 2023 – May 2023*
- Improved reporting efficiency by analyzing 5,000+ records using SQL and Excel to identify process inefficiencies and implement streamlined workflows.
- Enhanced project alignment by collaborating with cross-functional teams to gather, document, and refine business and system requirements for three enterprise projects.
- Reduced process downtime by 20% through workflow optimization and automation initiatives.

Accenture   **Hyderabad, India**
Process Associate (Quality Analyst)   *Dec 2021 – Feb 2023*
- Increased compliance and reporting efficiency by 30% through the development of performance and compliance dashboards in Excel.
- Conducted 100+ weekly process audits, identifying bottlenecks and implementing corrective actions to maintain SLA adherence.
- Standardized workflows across three cross-functional teams, ensuring consistent quality and operational performance.

PROJECTS

Customer Behavior & Churn Trend Analysis
Power BI, Excel, DAX, Data Modeling
- Created an interactive Power BI dashboard to analyze churn patterns and simulate supply-demand mismatches.
- Used DAX to calculate KPIs such as Churn Rate, Contract Stability Score, and Average Tenure, enabling data-driven retention strategies.
- Conducted root cause analysis that revealed early churn drivers, influencing targeted retention campaigns.

Employability Analytics Dashboard | Saint Louis University   *Jan 2025 - May 2025*
- Designed and implemented a curriculum-planning dashboard analyzing 500+ student records to track hiring trends and identify skill gaps.
- Increased stakeholder engagement by 25% and reporting efficiency by 40% through clear visual analytics.

LEADERSHIP / VOLUNTEER

Project Lead – Student Engagement Video | Saint Louis University   *Oct 2024- Nov 2024*
- Increased student engagement by leading a team to produce an educational video, overseeing scriptwriting, recording, and editing.
- Delivered the project on time by coordinating tasks, managing timelines, and ensuring clear communication of key messages.

Volunteer – Alumni Meet Coordinator | Saint Louis University
- Boosted alumni participation by organizing and managing event logistics, schedules, and outreach communications.
- Strengthened alumni connections by facilitating engaging activities and maintaining consistent follow-up.

SKILLS

- **Business Analysis & Data:** Requirements elicitation, documentation, functional specifications, process mapping, data analysis
- **Tools & Software:** SQL, Power BI, Excel, Jira, Azure Boards, Mural, Confluence, Microsoft Suite
- **Methodologies & Soft Skills:** Agile, Kanban, SAFe; Communication, problem-solving, analytical thinking, stakeholder management, adaptability