SHEETHAL HEREMAGALUR SRIDHAR

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A data analytics professional with experience in Cloud Services looking for a Data Engineering position where I can help businesses grow by drawing insights, making data driven decisions and creating compelling stories from data.

EDUCATION

University of Illinois at Chicago   May 2020
Master of Science in Management Information Systems   **(GPA 3.9/4.0)**
Visvesvaraya Technological University   May 2018
Bachelor of Engineering in Information Science   **(GPA 4.0/4.0)**

TECHNICAL SKILLS

- **Programming**: R, SQL, Python, Java.
- **Web Skills**: PHP, HTML, CSS, Drupal, WordPress
- **Cloud Services**: Redshift, Quicksight, IAM, S3, CloudWatch, Neptune
- **Statistical Tools:** RStudio, SPSS, Jupyter Notebook, Tableau
- **Databases**: MySQL, MS SQL Server, MS Access, Oracle
- **Courses and Certifications**: AWS Certified Cloud Practitioner, Tableau Desktop Specialist (Tableau), IBM Data Science Professional (IBM), SQL for Data Science (UC Davis), Introduction to SQL (Univ of Michigan)

PROFESSIONAL EXPERIENCE

Amazon Web Services, Inc   June 2020 – Present
Cloud Support Engineer - Analytics (Redshift, Quicksight and Neptune)
- Assisted hundreds of business and enterprise customers in resolving production issues related to their configuration, data pipelines and monitoring of their clusters built using Amazon Redshift, Quicksight and Neptune.
- Primarily worked on Redshift helping with over 280 customer issues spanning across sub domains like architecture, performance tuning, workload management, query analysis, cluster usage and best practices tailored to every company's business need.
- Honed my understanding of fundamental AWS services including IAM, EC2, S3, VPC, CloudWatch, and RDS.
- Led the Premium Support Andon Program from PNW Region. Ensuring the smooth functioning and enhancement of the framework which handles 50+ requests every month.
- Accredited as a Quality Plus champion of the team. Performing quality case reviews, delivering feedback to the peers, facilitating Q+ workshops, and acting as the POC for quality related questions on the team.
- Mentored new hires on the team, conducted training sessions to help fill their knowledge gaps, and supported them to ramp up on Analytics services.

University of Illinois at Chicago   Dec 2018 – May 2020
Web Data Analyst (Drupal, WordPress and SQL)
- Handled content management of UIC Business websites using Drupal and WordPress.
- Regulated Capstone project entries in SQL Server and engaged with project sponsors and companies.
- Performed and reported a comparative analysis of the ETS exam results of ~460 students per semester.
- Generated reports and surveys using Qualtrics to recognize trends and suggest insights to improve the exam results.

Blue Cross Blue Shield Association   May 2019 – August 2019
Data Analyst Intern (SQL, Tableau, Visio, ClearQuest and Drupal)
- Automated the accuracy report generation of Monthly Plan Reconciliation of 58 Health plans saving 10+ man hours every week.
- Identified and categorized 150 product enhancements and 65 product defects by data cleaning and standardization.
- Prioritized the backlog of enhancement and defect requests helping the team for future product releases.
- Interfaced with key stakeholders to capture and optimize three claim's data flows across the organization.
- Analyzed and redesigned Blue Web Pages utilized by 36 Health Plans using Liferay, Google Analytics and Drupal.

Stone & Alchemy Designs   Jan 2019 – May 2019
IT Consultant (WordPress, MS Project, and MS Visio)
- Awarded the Best Client Based Project for building a virtual storefront for a Jewelry designer, which involved market research, online marketplace creation, inventory management and content building for 250+ products.
- Expanded the customer base by enhancing the brand, developing a marketing mix, SEO optimization, and customer engagement.

LEADERSHIP AND AWARDS

- Recognized for my contributions on PNW site level by the Galaxy Award (April and June 2021), Ear of the Customer Award (May 2021) and the Fire Fighter Award (August 2021) during my tenure at AWS.
- Distinguished as an Outstanding Business student by Beta Gamma Sigma, The International Business Honor Society
- Awarded as the Best Outgoing student for the Class of 2018
- Awarded as the Academic Topper for BE Information Science Department– AIT, 2018
- Presented a paper at National Level on 'Sex Selective Female Foeticide' under Make in India Initiative, November 2016