

# Shivangi Cial

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## EDUCATION

**University of Texas at Dallas, Texas** (M.S. Information Technology & Management)  
**Aligarh Muslim University, Aligarh, Uttar Pradesh** (B. Tech, Computer Engineering)

**May 2023/ GPA: 3.67**  
**May 2017/ GPA: 3.70**

## TECHNICAL SKILL

Programming: Python(NumPy, Pandas, Matplotlib), SQL, T-SQL, MySQL, Oracle, R (Statistical Analysis)  
Databases: Microsoft SQL Server Management Studio, SQL Developer, MySQL Workbench  
Tools: Microsoft Excel, Tableau, Extract-Transform-Load, Microsoft Office, RStudio, Jupyter Notebooks, JIRA  
Big Data: Hadoop, HUE, YARN, Sqoop, HIVE  
Certifications: Google Data Analytics, Tableau Desktop Specialist (In-progress)

## PROFESSIONAL EXPERIENCE

**Tata Consultancy Services, Noida, India**

**Systems Engineer – Business Intelligence Reporting & Data Integration Analyst**

**April 2020 – August 2021**

- Worked directly with client's Master Data Team to resolve issues with the data using SQL Server.
- Automated reports to run as per schedule in Tableau to refresh the data resulted in maintaining 100% consistency.
- Improved performance of the reports running in Power BI and Tableau by 65% by archiving the data using SQL.
- Analyzed the 5 Whys root-cause for failed jobs in ODI which reduced the P1 incidents by 50%, praised by management.
- Conducted knowledge sharing sessions for the onsite and offshore team on Human resource and functional areas.
- Analyzed data and developed low-level visualizations in Tableau and Power BI as per business and functional requirement which helped to reduce the manual efforts by 80%.

**Assistant System Engineer – ODI Developer & Analyst**

**March 2018 – March 2020**

- Served incidents and service requests in ServiceNow and JIRA abiding 100% SLA compliance.
- Improved the overall application by eliminating known issues by 50% in the production.
- Involved in the Server Stop and Server Restart weekend team activity to maintain the application up and running.
- Prepared Weekly/Monthly Status Reports in Microsoft Excel and PowerPoint to present to the clients.
- Enhanced and developed ETL interfaces and eliminating the customer's manual efforts by 100%, praised by Client.

## ACADEMIC PROJECTS

**Sales Performance Dashboard (Tableau, Excel)**

**February 2022**

- Performed Data exploration and visualization for Sample Superstore dataset.
- The dashboard shows the sales by segment & category, Profit by category, Number of orders by region and category and different KPIs for average days in delivery, average discount and average quantity ordered.

**Airbnb Pricing Analysis (Tableau, Excel, SQL)**

**December 2021**

- Performed data exploration and visualization for Airbnb dataset. The dashboard created shows the pricing by no. of bedrooms, average pricing by zip code and revenue per year.

**COVID - 2021 Analysis (Microsoft SQL Server, Tableau, Excel)**

**December 2021**

- Performed data analysis and cleaning on the current covid dataset. The dashboard shows the global numbers, percentage of population infected by country and total deaths by continent.

**HR Analytics: Job Change for Data Scientists**

**November 2021**

- Predicted the probability of a candidate to look for a new job or will work for the company, as well as interpreting affected factors on employee decision using Microsoft Machine Learning studio.
- Resulted in AUC value 0.863 using Multiclass Logistic Regression for training and validating the model.

## ORGANIZATIONS & LEADERSHIP EXPERIENCE

**Volunteering at Envision, UT Dallas**

**September 2021 – May 2023**

**President at Mai-tree club & Volunteering at TCS-CSR, TCS**

**March 2018 – July 2021**

## Additional Information:

**Eligibility:** Eligible to work in the U.S. for internships and for full-time employment for up to 36 months