SHIVANGI CIAL

(469)-321-4422 | shivangicial@gmail.com | www.linkedin.com/in/shivangi-cial | Github | Tableau | Portfolio

EDUCATION

UNIVERSITY OF TEXAS AT DALLAS
Master of Science, Information Technology & Management   **Expected May 2023/ GPA: 3.78/4**
ALIGARH MUSLIM UNIVERSITY, INDIA
Bachelor of Technology, Computer Science   **May 2017/ GPA: 8.15/10**

CERTIFICATIONS

AWS Solutions Architect Associate; Tableau Desktop Specialist; Google Data Analytics; Snowflake Data Warehouse; Alteryx; Graduate Certificate in Data Mining and Business Intelligence (UT Dallas)

TECHNICAL SKILL

Programming Languages & Databases: Python, R, MySQL, SQL Server, PostgreSQL
Tools: Microsoft Excel, Tableau, Power BI, Looker, QlikView, Microsoft Office, Oracle Data Integrator (ODI), Alteryx
Big Data & Cloud: Hadoop, YARN, Flume, Hive, Spark, MapReduce, AWS, Snowflake, Apache Airflow, BigQuery
Methodologies/Concepts: Agile, SDLC, Extract-Transform-Load, Statistics, Data Analysis, Data Warehousing, Data Modeling

PROFESSIONAL EXPERIENCE

AUTODESK, USA

Intern, Cloud Spend Analyst   **August 2022 – October 2022**
- Visualized AWS/Azure cost data in Looker/Power BI, worked closely with the engineering team to ingest and consume data
- Provided AWS EC2 and RDS cost optimization and right-sizing recommendations using third-party tool Densify
- Developed and maintained detailed cost and utilization dashboards in Looker to show KPIs and forecast YoY and QoQ trends, recommended cost reduction of 10%

Intern, Data Analyst (Vendor and Supplier Management)   **May 2022 – July 2022**
- Generated reports and consolidate data in Excel to create a single source of truth for the Fiscal year 2023
- Automated data merging process with Python and Airflow, and transformed master data using Power BI DAX, and SQL
- Identified and addressed a 33% inconsistency in data between the frontend and backend of the application using VLOOKUP
- Analyzed and developed various KPIs, metrices and dashboards, to analyze areas of improvements and provide recommendations for optimization in ServiceNow system. Also, developed OKRs for each week to track and set objectives with measurable results

TATA CONSULTANCY SERVICES, INDIA

Business Intelligence & Data Integration Analyst   **April 2020 – August 2021**
- Streamlined and deployed 15+ ETL workflows, reduced manual efforts by 30%, and optimized SQL queries for faster data retrieval
- Collaborated across teams to improve data quality by 65% through data cleansing , normalization, validation techniques
- Integrated 100 million raw records from 20+ data sources and constructed data pipelines to process semi-structured data
- Investigated data integration issues, identified root causes, and reduced Priority-1 incidents by 50%, and ensured 100% SLA compliance for resolving 700+ incidents, enhancements, and change requests in ServiceNow and JIRA

Business Data Analyst   **March 2018 – March 2020**
- Extracted, Transformed, and Cleansed complex datasets to develop dashboards, and reports in Tableau which helped in revealing patterns and actionable insights to stakeholders and executives of all levels towards better business decision-making
- Automated and developed 100+ reports in Power BI, maintaining 78% data consistency and reducing manual effort
- Provided end-to-end support for upstream and downstream subscribers to identify and resolve data-related issues
- Collaborated with business units to gather requirements, understand data needs, and develop solutions that meet their needs

ACADEMIC PROJECTS

Truck Fleet Risk Factor Analysis : BIG DATA ANALYTICS PROJECT   **TABLEAU | CLOUDERA VM | HDFS | HQL | HIVE**
- Analyzed and visualized the drivers with risk factor above threshold 7.0/10 to send an alert notification to the truck company
- Built a story – Truck id# A88 drove 9,653 miles in the city of San Diego in April 2015 with 5.4 mpg and a risk factor of 7.51

Customer Churn Modelling : BUSINESS ANALYTICS PROJECT   **EXCEL | R | QLIKVIEW| STATISTICS**
- Analyzed telecom customer dataset with 21 features to predict churn using Logistic Regression, Decision Tree, and Random Forest Classifier with AUC 0.8388, identifying highest probability of churn within first 20 months.

Airline Management System : DATABASE MANAGEMENT PROJECT   **DATA MODELING | SQL SERVER | POWER BI**
- Normalized the raw data to 3NF and designed data model applying star schema using Microsoft Visio
- Created relational database with 3 schemas and 7 tables, retrieved the data using T-SQL and visualized it in Power BI

AWARDS, LEADERSHIP & HONORS

- Member at AnitaB.org, Volunteer at (Salesforce UTD, Envision UTD)   **September 2021 – Present**
- **Special honors - Scholar with Recognition,** UT Dallas   **August 2021 – April 2023**
- **President** at Maitree club, NGO **Teacher** at TCS-CSR, and Speed **Mentor** for Trainees at TCS   **March 2018 – August 2021**
- **Service Commitment** and **Special Initiatives** Awards at TCS   **March 2021**