# 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; Alteryx Foundations; Graduate Certificate in Data Mining and Business Intelligence (UT Dallas)**

## TECHNICAL SKILL

**Programming Languages**: Python, R        **Database:** 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, ETL, Statistics, Data Analysis, Data Warehousing, Data Modeling

## PROFESSIONAL EXPERIENCE

**AUTODESK, Inc.,** USA
*Intern, Cloud Spend Analyst*        **August 2022 – October 2022**
- Worked with the engineering team in ingesting and consuming the AWS/Azure cost data via Looker/Power BI for visualization
- Provided the cost and usage optimization and right sizing recommendations using third-party tool (Densify) for AWS EC2 and RDS
- Ensured anomaly reports are sent to the stakeholders periodically and the data pipeline is always running to fetch the AWS cost
- Prepared detailed spend and utilization dashboards using looker which showed the KPIs, and forecasted yearly (YoY) and Quarterly (QoQ) trends for the cost and usage of AWS services and recommended cost reduction by 10%

*Intern, Data Analyst (Vendor and Supplier Management)*        **May 2022 – July 2022**
- Created multiple reports from scratch to extract the data as a single source of truth by merging it in Excel from SNOW for the FY23
- Automated repetitive data merging process using Python and Airflow, and transformed master data using Power BI DAX, and SQL
- Compared the data on the frontend and backend of the application, found inconsistency of 33% applying VLOOKUP and HLOOKUP
- Prepared a deck with 100% accuracy depicting the count of cases, visualized it using 3D horizontal bar charts with trend in Excel
- Developed 3 dashboards for each hierarchy of the tickets (Parent, Child, Subtask) in Power BI which showed KPIs and other metrics
- Analyzed the performance of each team by developing the metrics such as Aging, MTTR, %age volume closed < 30 days, etc.
- Recommended 3+ process improvements in the ServiceNow Ticketing model and provided a solution to make the data consistent
- Developed the OKRs for each week to set and track the objectives with measurable results in Microsoft PowerPoint

**TATA CONSULTANCY SERVICES,** INDIA
*Business Intelligence & Data Integration Analyst*        **April 2020 – August 2021**
- Performed high-level data analysis, debugged, and deployed 15+ ETL interfaces, reduced the customer's manual efforts by 80%
- Collaborated and performed data refresh in the production and testing environments resulted in improving data quality by 65%
- Constructed Data Pipelines to process semi-structured data by integrating 100 million raw records from 20+ data sources
- Investigated the root-cause in failed ETL process in ODI which reduced the count of Priority-1 incidents by 50%
- Optimized SQL queries by 40% to fetch data faster from 25+ tables in the ETL pipeline from middleware to downstream system
- Resolved 700+ incidents and, enhancements/change requests in ServiceNow and JIRA abiding 100% SLA compliance

*Business Data Analyst*        **March 2018 – March 2020**
- Gathered requirements for minor enhancement from customer and documented business and functional specs, Use cases, etc.
- Provided on- call and L3 support to the upstream and downstream subscribers adhering to client 100% SLA compliance
- Automated 100+ reports and ETL processes to run as per schedule resulted in maintaining 78% data consistency
- Prepared ad hoc, weekly, and monthly reports and dashboards utilizing Excel PIVOT tables and Tableau
- Improved performance of the reports in Power BI by 67% by archiving the data using T-SQL
- Worked as the liaison between business stakeholders and cross-functional technical teams
- Extracted, Transformed, and Cleaned data 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

## ACADEMIC PROJECTS

**Truck Fleet Risk Factor Analysis : BIG DATA ANALYTICS PROJECT**        **TABLEAU | CLOUDERA VM | HDFS | HQL | HIVE**
- Analyzed and reported the drivers having risk factor more than threshold 7.0 (on scale of 10) so that an alert or a system notification would be triggered and sent to the truck company
- Built a story – Truck id# A88–(Hino model) drove a total of 9,653 miles in the city of San Diego in the month of April of 2015 with an average of 5.4 mpg and a risk factor of 7.51

**Airbnb Pricing and COVID – 2021 : DATA ANALYSIS PROJECT**                    **TABLEAU | ALTERYX| SQL | ATHENA**
- Extracted, revamped, and visualized Airbnb and Covid dataset to find the effect of Covid on Airbnb revenue
- Created dashboard which depicts the average pricing by no. of bedrooms and zip code and total revenue whereas Covid data shows percentage of cases, and death across globe and negative impact on Airbnb revenue

**Customer Churn Modelling : BUSINESS ANALYTICS PROJECT**                    **EXCEL | R | QLIKVIEW| STATISTICS**
- Classified whether the customer will Churn or not for the Telecom Company, dataset contains 7043 records with 21 features and a target variable, resulted in AUC value of 0.8388 using Logistic Regression, Decision Tree, and Random Forest Classifier
- Concluded that customers have the highest probability to churn within first 20 months on the platform.

**Job Change for Data Scientists : BUSINESS ANALYTICS PROJECT**          **PYTHON | AZURE MACHINE LEARNING STUDIO**
- 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 utilizing Microsoft Azure Machine Learning Studio
- Resulted in AUC value 0.863 using Multiclass Logistic Regression for training and validating the model

**Retail Sales Performance Superstore : DATA VISUALIZATION PROJECT**          **PYTHON | POWER BI| EXCEL**
- Modified, cleansed Retail Superstore data in Python to understand the sales over Year, Consumer, and region
- Developed interactive dashboard that shows Technology makes maximum profit of 50.9% compared to rest, Standard Class category seems to have the maximum number of orders were West region itself constitute around 1900 orders

**Airline Management System : DATABASE MANAGEMENT PROJECT**          **Data Modeling |SQL SERVER | MICROSOFT VISIO**
- Normalized the raw data to 3NF and designed entity-relationship diagram applying star model
- Created relational database with 3 schemas and 7 tables in SQL Server, retrieved the data using T-SQL to answer user queries

## AWARDS, LEADERSHIP & HONORS

- Member at AnitaB.org, Volunteer at (Salesforce UTD, Envision UTD)                    **September 2021 –  Present**
- **President** at Maitree club, NGO **Teacher** at TCS-CSR, and Speed **Mentor** for Trainees at TCS          **March 2018 – August 2021**
- **Team Leader** for Initial Learning programming in TCS                    **March 2018 – August 2021**
- **Scholar with Recognition,** UT Dallas                    **April 2023**
- **Service Commitment** and **Special Initiatives** Awards at TCS                    **March 2021**
- Appreciation Award (Client), Downer Group, Australia                    **July 2019**