

EXPERIENCE

Community Dreams Foundation

Sept 2024 – Present

*Data Analyst**Richardson, TX*

- Guided strategic decisions by presenting data-backed recommendations to leadership, contributing to a 10% increase in program adoption rates.
- Organized and maintained data reports, ensuring accuracy and accessibility to support decision-making.

City Of Carrollton

Dec 2024 – March 2025

*Customer Data Analyst - [Strategic Services]**Carrollton, TX*

- Automated **Power BI** dashboards for tracking track customer service KPIs, operational trends, and feature adoption, enabling data-driven executive decisions, reducing manual reporting time by 30%
- Spearheaded the analysis of **5,000+** customer service interactions using statistical techniques, boosting customer satisfaction by **15%** and informing strategic growth.
- Created PowerPoint presentations to summarize key performance trends and CRM optimizations, enhancing stakeholder engagement and decision-making clarity.
- Collaborated with the **Finance team** to prepare budget forecasts for new CRM software integration, aligning fiscal planning with technical requirements to streamline implementation and minimize cost overruns.

University of Texas at Dallas

Sept 2023 – May 2024

*Data Analyst**Richardson, TX*

- Explored large datasets with billions of records from multiple disparate sources in order to define KPIs.
- Consolidated metrics for 30+ products into an interactive live dashboard and published it to Tableau server.
- Created complex custom SQL queries to fetch relevant and latest data in order to optimize BI processes.
- Performed Exploratory Data Analysis using Python to fix incorrect, duplicate, and missing values.
- Collaborated with Technical Architects to understand products, document patterns, and create data insights.

SKILLS

- **Programming:** Python (Pandas, NumPy, Scikit-learn, XGBoost), SQL (PostgreSQL, MySQL, BigQuery), PySpark, Serverless SQL (Synapse Analytics)
- **Data Visualization & Automation:** Power BI, Tableau, Excel (Macros, PivotTables), Looker
- **Statistical Analysis & Modeling:** Regression, Hypothesis Testing, A/B Testing, Predictive Analytics, Customer Segmentation
- **Soft Skills:** Stakeholder Engagement, Data Strategy, Cross-Functional collaboration, Storytelling, Agile Methodology, Problem Solving, Strategic Initiatives

EDUCATION

University of Texas at Dallas

Aug 2022 – Aug 2024

*Master of Science in Business Analytics, GPA: 3.2/4.0**Richardson, TX*

Gujarat Technological University

Aug 2018 – April 2022

*Bachelor of Engineering in Computer Science**Surat, India*

PROJECTS

EmployeeSync Analytics

[Project Link](#)

- * Built and deployed an end-to-end data pipeline on Azure using **Synapse Analytics, Apache Spark, and ADLS Gen2** to ingest, clean, and transform HR datasets into Parquet format for efficient analytics.
- * Leveraged **PySpark** and Serverless SQL in Synapse to derive actionable insights such as department-level salary trends, enabling **scalable data analysis** and visualization across cloud-based storage.

Credit Risk Forecasting for Equipment Finance

[Project Link](#)

- * Built machine learning models (Decision Trees, XGBoost) to predict Probability of Default (PD) and Loss Given Default (LGD) for a \$5M equipment finance portfolio, optimizing risk assessment over 9 quarters.
- * Validated models using KS tests and PSI, achieving 87% PD ROC-AUC and 91% LGD precision, improving portfolio decision-making