Ujjwal Sharma

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Education

California State University, Sacramento   **Jan 2025 - May 2026**
MS, Business Analytics   *Sacramento, CA*
- **GPA:** 4.0

San Jose State University   **Jan 2022 - Dec 2022**
BBA, Management Information Systems   *San Jose, CA*
- **GPA:** 3.2

Skills

- **Languages**: Python (pandas, scikit-learn, PyTorch, XGBoost), SQL, R
- **Visualization & Tools**: Tableau, Microsoft Power BI, Dashboard Development, Matplotlib, Seaborn
- **Databases**: PostgreSQL, Microsoft SQL Server, Star Schema, Relational Databases, ETL pipelines, Data Warehouse
- **Cloud**: GCP (BigQuery, DataFlow, Pub/Sub, Cloud Data Fusion), AWS (RedShift, S3, Rekognition, SageMakerAI)
- **Other Tools & Technology**: Microsoft Excel, Microsoft Office, Git, Agile, Docker, Power Automate, ServiceNow, Statistical Testing, Forecasting, KPI, Data Governance

Experience

CSU Sacramento   **Aug 2025 - Present**
Academic Technology (Data Analytics) Intern   *Sacramento, CA*
- Implemented Power Automate for academic reporting, reducing processing time from **3 days to 1 day.**
- Remediated **3+ Excel, PowerPoint, and Word documents** for accessibility using Microsoft tools, improving document usability for all users.
- Resolved over **4 ServiceNow tickets each month**, boosting customer satisfaction and driving a 15% increase in positive feedback.

MSBA Association   **Jun 2025 - Present**
President   *Sacramento, CA*
- I led a **6-committee board** with 35 students, implemented automated workflows in Power Automate, and achieved a **50% faster approval rate** for events.
- Facilitated board meetings to ensure alignment across Events, Marketing, and Professional Development committees, improving overall committee effectiveness

Institute for Social Research   **Mar 2025 - Jun 2025**
Student Research Assistant   *Sacramento, CA*
- Built an Excel CATI-reporting suite; cut daily prep by **1 hour via automated** duplicate check (XLOOKUP, COUNTIFS).
- Maintained call records using CATI and Gantt charts to increase productivity by 20 percent.

BACL Corp   **Feb 2023 - Jan 2024**
Customer Administrator/ Program Analyst   *Sunnyvale, CA*
- Managed compliance of energy efficiency and safety programs, **achieving a 100% audit success rate.**
- Conducted in-depth project data analysis to identify process inefficiencies, leading to a **15% improvement in time efficiency** and supporting cross-departmental resource allocation and decision-making.
- Created **3 Tableau dashboards/week** that highlighted schedule risk; saved 40 analyst-hours/quarter.
- Orchestrated **5 daily projects**, closely overseeing progress and facilitating engineer and stakeholder communication.

Projects

Database Property Management System & BI Reporting | URL   **Mar 2025 - May 2025**
- Implemented a robust OLTP database solution, **improving transaction processing speeds by 40%** and reducing data latency; ensured data integrity with comprehensive validation rules; and designed a star schema data warehouse to support advanced analytics and reporting.
- Engineered SQL ETL pipelines and QA processes, **ensuring 100% data accuracy** across occupancy, maintenance, and revenue datasets, and delivered BI reports adopted by 5 departments.

Telecom Customer Churn Prediction | URL   **May 2025 - Jun 2025**
- Developed a machine learning pipeline for telecom churn prediction, including data preprocessing (Yeo-Johnson transformation, feature scaling, PCA) to reduce preprocessing time by 20 percent.
- Utilized and assessed Logistic Regression, Random Forest, and SVM classifiers via 5-fold cross-validation, attaining an accuracy of up to 91.5%.

House Sales Dashboard | URL   **Aug 2025**
- Designed and deployed an interactive Tableau dashboard leveraging filters, geographic mapping, and heatmaps to **analyze 20K+ King County house sales records** and uncover market trends.
- Identified pricing patterns in 20K+ King County home sales, showing most fell between $200K–$600K with condition and view quality driving premiums.

Certification

- **Google Business Intelligence Professional Certificate:** July 2025-Sep 2025
- **AWS Cloud Practitioner:** Aug 2025 - Nov 2025