

# ABHISHEK KHAJURIA

412.915.6858

akhajuri@tepper.cmu.edu

linkedin.com/in/abhishek-khajuria

## EDUCATION

CARNEGIE MELLON UNIVERSITY, TEPPER SCHOOL OF BUSINESS	Pittsburgh, PA
<i>Master of Business Administration – MBA (STEM Designated)</i>	5/24
<ul style="list-style-type: none"><li>Track: Technology Strategy and Product Management</li><li>Concentrations: <b>Business Technologies, Marketing, Strategy</b></li><li>Honor: Tepper Merit Scholarship</li><li>Memberships: Business &amp; Technology Club, Marketing Club, Data Analytics Club</li></ul>	
THAPAR UNIVERSITY, THAPAR INSTITUTE OF ENGINEERING AND TECHNOLOGY	Patiala, India
<i>Bachelor of Engineering in Computer Engineering</i>	6/18
<b>GPA: 8.2/10.0</b>	

## EXPERIENCE

CENTER FOR TECHNOLOGY TRANSFER & ENTERPRISE CREATION – CMU	Pittsburgh, PA
<i>Product Innovation Analyst Intern</i>	5/23 – 8/23
<ul style="list-style-type: none"><li><b>Market Research:</b> Conducted in-depth market research of technology innovations focused on Artificial Intelligence and Machine Learning at CMU, analyzing their strengths vis-a-vis competitors, and assessing their product-market fit.</li><li><b>Project Management:</b> Successfully managed and prioritized multiple technology innovation projects simultaneously, facilitating the technology transfer process and ensuring seamless communication between researchers, legal teams, and industry representatives.</li></ul>	
AMAZON	Bengaluru, India
<i>Business Analyst – Defect Elimination Team</i>	12/20 – 7/22
<ul style="list-style-type: none"><li><b>Leadership:</b> Envisioned, developed and launched automated product defect detection models to prevent poor customer experiences in 7 Asia-Pacific countries. Led a team of 8 analysts to ensure weekly execution of those models and directly reduced refunds by \$6.7M while saving ~4,000 man-hours annually.</li><li><b>Cross-Functional Teamwork:</b> Analyzed top reasons for delivery abuse in non-returnable products. Collaborated with category and data science teams to implement solutions using image recognition, reducing refunds by 27% and saving \$3.4M in FY2021-22.</li><li><b>Process Improvement:</b> Discovered major loopholes in the customer refund system. Presented the findings to the senior management to gain buy-in and implemented solutions with Program Managers to plug leakages, saving \$1.36M annually.</li><li><b>Strategic Data Analysis:</b> Conducted historical data analysis of refund metrics over 2 years. Quantified the impact of future interventions and adjusted for seasonality. Gained alignment with category and customer experience management to finalize operational metric goals for FY2021-22 and FY2022-23.</li></ul>	
ZOMATO – India’s largest food delivery aggregator platform	Gurugram, India
<i>Senior Business Analyst (9/20 – 11/20)</i>	6/19 – 11/20
<i>Business Analyst (6/19 – 9/20)</i>	
<ul style="list-style-type: none"><li><b>Product Management:</b> Led the adoption of Tableau across the organization by demonstrating key benefits to senior management and how it would improve business understanding. Provided training to 28 key stakeholders about product usage.</li><li><b>Market Research:</b> Spearheaded initiative with the onboarding team to undertake new restaurant discovery by using Google Places API, increasing Zomato’s listings by 85,000 outlets nationally.</li><li><b>Pricing Strategy:</b> Initiated and conducted price sensitivity analysis on geographies and customer segments for key strategic accounts. Recommended and implemented re-organization for these accounts and developed a tier-based pricing strategy for consumers, reducing Zomato’s cost per order by 24% for key strategic accounts.</li><li><b>Growth Strategy:</b> Presented Cloud Kitchen expansion strategy by analyzing order volumes across India to identify ideal locations for setting up 330 new outlets for key strategic accounts, reducing operational and rental costs for the clients.</li></ul>	
YATRA – NASDAQ listed online travel search engine	Gurugram, India
<i>Data Scientist (6/18 – 6/19)</i>	1/18 – 6/19
<i>Co-Op Intern (1/18 – 5/18)</i>	
<ul style="list-style-type: none"><li><b>Innovation:</b> Collaborated with Product Managers to develop and launch the first machine learning model for a personalized hotel recommendation system for customers, improving the booking conversion Rate by 28.6%.</li><li><b>Product Improvement:</b> Designed and implemented heuristic algorithms that improved Google Ads click-through rate for domestic and international flight advertisements by 35% while reducing the customer acquisition cost by 41%.</li></ul>	

## ADDITIONAL INFORMATION

- Technical Skills:** SQL, R, Python, Tableau, Machine Learning, APIs, Microsoft Office, A/B Testing, Google Analytics
- Recognition:** Two-time winner of “The Wizards Award” which recognizes employees for successfully driving business results via innovation at Amazon.