Vineetha Gali

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| SUMMARY OF QUALIFICATIONS |

The creative, innovative, enthusiastic, and open-minded individual in a data analysis discipline dedicated to analyzing various kinds of data. Currently, a post-graduate student at New England College taking a Master's program in Computer Information Systems. Capable of establishing a good working relationship with colleagues in a workstation.

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| PROFESSIONAL SKILLS |

SQL, JavaScript, HTML, CSS, Scripting HTML

R Programming Language, Python

MS Office

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| EDUCATION |

**Course**  **Institution YEAR**

Computer Information System New England College 2022

BCOM GVR& Degree College for Women 2013-2016

Intermediate Vasavi Junior College 2011-2013

SSC Z PH High School 2011

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| WORK EXPERIENCE |

**Foray Software, Senior Business Analyst Hyderabad** May 2016-Present

*Problem Statement:* To improve CSAT score through rescheduling ticket forecasting.

* Extracted data from SQL tables and performed necessary transformations to fetch cleansed datasets. Built classification model to predict whether the rescheduled volume of tickets is high, Medium, or low in a particular district and scaled across 400 communities of Australia.
* They have built Power BI dashboards to display insights to stakeholders and clients. Reduced headcount by 10 percent.
* Text Analytics Projects:  
  Performed Sentiment Analysis and Topic classification on customer feedback and displayed insights on power bi dashboard. Used Dax functions to transform data in Power BI. Displayed results on Power BI dashboard.
* Improved average CSAT score by 12 percent through retraining lagging agents.

**Projects:**

* Built Dashboards to display gender diversity and Talent Acquisition Metrics
* Performed Sentiment Analysis on employee survey data on learning of courses
* We have implemented topic modeling on employee survey data to fetch various key survey drivers.
* Built attrition Prediction Model using Logistic Regression. Displayed correlated Variables on the Dashboard
* They have built Power-BI dashboards to display insights in conversations using bigrams, high-frequency words, and strong adjectives. Used pandas and DAX functions to transform data.

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| EXTRACURRICULAR ACTIVITIES |

* Participated in college and School level debate and essay competition science fairs and received applauds
* Event organizer for college Annual Day celebration and other technical events