VENKATESH MUKERI

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SUMMARY

Certified Data Engineer Analyst with a demonstrated history in the CRM industry. Skilled in Data Science, Data Analysis, Data Engineer, Database Design, Strategic problem-solving techniques and Data Visualization.

CERTIFICATIONS & LICENSES

Microsoft Certified: Azure Data Engineer Associate - 254435B8D14C92AE
Microsoft   Feb 2025 - Present

EDUCATION

Masters in Business Analytics
Texas A&M University | Dallas, Texas   Expected: Jul 2025
Relevant Coursework - Python, R, Database Management, Data Visualization, Machine Learning, Date Warehousing, Data Modelling

PG Diploma in Advance Computing
Center of Development in Advance Computing, India | Mumbai, India   Graduated: Jan 2021
Relevant Coursework - C, C++, Java, Microsoft .NET, JavaScript, MySQL, MEAN Stack

Bachelors in Electronics Engineering
University of Mumbai | Mumbai, India   Graduated: May 2017
Relevant Coursework - Assembly language, CCNA, OOPM, PCB Design, Circuit Theory

TECHNICAL SKILLS

Software
Salesforce, Tableau, JIRA, ServiceNow, Medallia CX Platform

Programming Languages
Java, C, C++, C#, JavaScript, Python, R

Frameworks
Spring, JDBC, Hibernate, Angular

Other Technologies
MySQL, SQL, MongoDB, Azure Synapse Analytics, Azure Databricks, Azure SQL Database, Azure Machine Learning, and Azure Stream Analytics.

WORK EXPERIENCE

Graduate Research Assistant - Data Analyst Engineer
Texas A&M | Dallas, Texas   Oct 2024 - Present
- Developed a comprehensive data visualization dashboard in Tableau and Power BI that enhanced data-driven decision-making for stakeholders.
- Collaborated with interdisciplinary research teams to design and implement data collection protocols, increasing data integrity by 20%.
- Automated data processing workflows with SQL, reducing data preparation time by 30%, leading to more efficient analysis.
- Conducted statistical analyses on survey data, providing actionable insights that influenced departmental policy changes.
- Analyzed and interpreted large datasets using Python and R, resulting in a 15% improvement in predictive model accuracy for ongoing research projects.

Lead Business Intelligence Analyst
Medallia | Gujarat, India   Apr 2021 - Apr 2023
- Led a team of business analysts to develop a unified account health role, integrating ten diverse data points (including marketing, support, Medallia user groups, usage, and end-users) using the Medallia SaaS platform. This enabled customer success managers to enhance customer satisfaction, reduce churn, and boost sales by 30%.
- Spearheaded collaborative efforts across CSMs, account executives, technical analysts, and Salesforce team members, successfully integrating user experience data (using the Medallia SaaS platform, JavaScript, XML, and SQL) into Salesforce. This empowered account owners to close deals more effectively and drive substantial business growth.
- Enhanced the user interface for client instances, enabling the collection of rich user metadata and experience data. This facilitated effective customer response and led to a 25% increase in customer satisfaction.
- Developed a robust A/B testing process to optimize the new video/audio product on surveys, empowering clients to record feedback using the innovative Living Lens widget.
- Leveraged digital experience analytics (DXA) to analyze user interactions and provide actionable recommendations for optimizing client platforms.
- Implemented a sophisticated dashboard solution using the Medallia SaaS platform, providing real-time data analytics and enhancing executive visibility into critical performance metrics.

- Successfully executed a data migration project between two instances, using an efficient import/export process with an ETL workflow to transfer end-user feedback. This streamlined data management, enhanced user adaptability, and led to a 50% increase in subscriptions to weekly user reports.

Sports Data Analyst
Hudl India Pvt India | Mumbai, India   Jul 2017 - Feb 2020
- Established comprehensive databases for teams and athletes, conducting in-depth Sports Code analysis to track progress across multiple sports, including Soccer, Basketball, AF, and VB.
- Developed and implemented a comprehensive statistical tracking system, improving the accuracy and efficiency of data analysis.
- Created and presented detailed reports on team and player performance, providing valuable insights to coaches and management.
- Collaborated with a team of analysts to develop innovative statistical models, enhancing the accuracy of performance predictions.

PROJECTS

AI-Powered Interview Assistant Chatbot

                                                                                   Jan 2025 - Apr 2025
- Leveraged stakeholder consultations and literature reviews to define user needs, subsequently implementing core chatbot functionalities such as role-specific question generation and adaptive feedback delivery.
- Analyzed existing interview preparation tools and user requirements to develop an AI chatbot featuring real-time communication, performance scoring, and personalized feedback.

The Netflix Lens: Data-Driven Insights with Power BI

                                                                                   Jan 2025 - Apr 2025
- Developed interactive Power BI dashboards to analyze Netflix content data, revealing key insights into genre popularity and regional viewing trends.
- Presented data-driven insights on content performance and user engagement to stakeholders through comprehensive Power BI reports.

AWS based Data Warehouse for Crime Analytics

                                                                                   Aug 2024 - Dec 2024
- Developed and deployed an AWS-based data warehouse for crime analytics, leveraging SSIS for ETL processes, SSMS for database management, and SQL for data transformation and analysis. Contributed to the identification and prevention of crime patterns through data-driven insights.
- Designed and implemented interactive dashboards using Tableau to visualize crime statistics and trends, enabling law enforcement to proactively address potential hotspots and allocate resources effectively.