
PROFESSIONAL EXPERIENCE**Arizona State University, W. P. Carey School of Business**

July 2023 – Present

Research Assistant – Supply Chain

Arizona, USA

- Conducted a comprehensive literature review on sourcing, contracting, and managing several types of technologies in digital procurement seeking to understand business problems, identifying key drivers and factors for successful integration.
- Analyzed interviews with CPOs of ten large scale companies to collect industry insights and trends in digital procurement tools, creating a roadmap for procurement digitization.

PetSmart LLC

January 2023 – May 2023

Business Analytics Intern

Arizona, USA

- Used advanced analytics techniques to design and implement an automated social media analytics pipeline that analyzes unstructured Twitter data through web scraping with Tweepy API, enabling real-time tracking of customer insights from key discussion topics.
- Deployed four Power BI Dashboards capable of identifying trends in real-time, comparing the performance with top competitors and guiding business decisions, leading to cost savings opportunities of around \$500K.

Penta Software Private Limited

December 2019 – July 2022

Business Analyst

Gurgaon, India

- Designed and monitored Tableau dashboards by identifying, analyzing, and maintaining essential KPIs, resulting in a 20% improvement in data accuracy and visualization efficiency leading to effective communication of insights.
- Programmed complex SQL queries to extract, manipulate and analyze attrition data for employees serving overseas clients, allowing for efficient recruitment strategies that reduced employee turnover by 10%. Achieved approximately \$20K in cost savings by mitigating recruitment and training expenses, while ensuring seamless continuity of client relationships.
- Designed, developed, and monitored a weekly alert system that identified high and low-performing agents, leading to informed staffing decisions, and contributing to a 15% increase in overall agent productivity.
- Collaborated with other managers and analysts to continuously improve operations by determining key performance metrics and optimal compensation incentives, reducing the time spent on compensation determination by 50%.
- Headed collaboration with clients and stakeholders for requirement gathering, delivering high quality data analytics and reports leading to effective communication of insights.

Grapes Digital Private Limited

January 2019 – October 2019

Finance Executive

Delhi, India

- Generated comprehensive billing and payment reporting dashboard consolidating AR/AP data retrieved and aggregated from large SAP datasets to improve cash flow projection accuracy, manage budget for projects and reduce invoicing errors by 20%.
- Utilized advanced Excel skills to create a centralized contract renewal tracking system with automated alerts and expiration date reminders reducing missed renewal deadlines by 70% through systematic tracking.
- Developed and implemented a new cross-functional communication process using SharePoint for centralized inquiry tracking, reducing average inquiry response time by 40% through improved task management and transparency.

ACADEMIC PROJECTS

- **Fraud Detection** - Created predictive models using Decision Trees and Random Forest classifiers to identify fraud in Auto Insurance claims and employed advanced techniques such as RandomSearchCV and GridSearchCV for hyper-parameter tuning.
- **People Analytics Dashboard** - Designed an interactive Tableau dashboard to study data across various job roles, genders, departments, age groups and education using MS Excel and Tableau.
- **Student Survey Engagement** - Developed a Tableau dashboard highlighting insights about gap in survey drop rate and implemented Lean Six Sigma DMAIC strategy resulting in an increase of 25% response rate of ASU career center survey process.
- **Visualization of Medical Records** - Created a Tableau dashboard utilizing SQL data extraction and transformation to analyze data including electronic health records, facilitating data-driven decision making for critical clinical scenarios.

EDUCATION**Arizona State University, W. P. Carey School of Business**

August 2022 – May 2023

Master of Science in Business Analytics (MSBA) | CGPA : 4.0/4.0

Tempe, AZ

Relevant Coursework: Data Mining, Advanced Statistics, Supply Chain Analytics, Operations, Machine Learning, Optimization Modelling, Marketing Analytics, Deep Learning, Enterprise Analytics, Forecasting, Data-Driven Quality Management

Amity Business School, Amity University

July 2016 – May 2018

Master of Business Administration | CGPA : 3.53/4.0

Noida, India

Shaheed Bhagat Singh College, University of Delhi

July 2013 – May 2016

Bachelor's, Economics

Delhi, India

SKILLS & CERTIFICATIONS

- **Computer Skills:** SQL, Python, Tableau, Microsoft Excel, AWS EC2, Power BI, Looker, Qlik, Minitab, SAP, SaaS
- **Technical Skills:** Data Analytics, Data Visualization, Business Intelligence, NLP, Statistical Tools, Machine Learning
- **Certifications:** Lean Six Sigma Green Belt Certification