SHIVIKA GUPTA

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EDUCATION

CLARK UNIVERSITY SCHOOL OF MANAGEMENT, WORCESTER, MA   **June 2021**
Master of Science in Business Analytics, GPA: 3.92/4.00
Related Coursework- Big data statistics, Business intelligence, Database management system, Analytical programming, Digitalization

HANSRAJ COLLEGE (UNIVERSITY OF DELHI), NEW DELHI, INDIA   **May 2019**
Bachelor of Arts in Economics, GPA: 3.7/4.00
Related Coursework- Statistical method for economics, Data analysis, Econometrics, Research methodology, Mathematical economics

TECHNICAL SKILLS

Advanced Excel | SQL | Python | Tableau | Jupyter Notebook | PowerPoint | Rally | Power BI | Google Analytics | MS Office| Jira| SharePoint | Hadoop | Spark | WordPress | Google Ads | Adobe Analytics | NoSQL | R | AWS Cloud | Databricks| Azure| ServiceNow

WORK EXPERIENCE

Tata Consultancy Services Limited, New Jersey   **January 2022 - Present**
Data Analyst
- Collaborated with IT team to analyze requirements for client's data and effectively deployed business rules.
- Utilized ServiceNow, Rally and Excel for efficient coordination with offshore team and analyzing forecasts to schedule, plan, and control project deliverables and manage associates database.
- Extracted and synthesized data from Rally to track development, types and trends in defects, ultimately producing a summary of over 12000 defects to curate weekly reports and present it to top management.
- Produced quarterly reports tracking billing discrepancies on weekly basis, analyzing gaps and reconciling variance between actuals and forecast.

Tyrula LLC, Mclean, VA   **September 2021- January 2022**
Business Analyst
- Gathered requirements from clients to assess business & data analysis needs, increased reporting accuracy.
- Conducted extensive research to benchmark healthcare trends, best practices/policies, & opportunities and policies that improved the business processes
- Created in-depth performance presentations coupled with visual representations to aid the executive team's understanding of current trends
- Facilitated weekly meetings with stakeholders to document existing processes as well as to identify opportunities for process improvements and automation

ESAC Inc., Rockville, MD   **June 2020-August 2020**
Data Analyst
- Built a comprehensive ETL pipeline in Python to integrate and transfer data from varied sources into structured MySQL database Proteomic Data Commons (PDC), resulting in improved data processing efficiency
- Maximized performance by developing comprehensive functions, triggers & stored procedures to facilitate complex data process and ensure data completeness, consistency in the database PDC.
- Analyzed database to develop advanced Tableau visualizations to communicate the date trend analysis & comprehensive insights to the team
- Identified and communicated the data gaps that highlighted opportunities for improvements in operational reporting

Clark University - School of Management (SOM), Worcester, MA   **August 2020 – June 2021**
Graduate Assistant
- Facilitated SOM's Career Services team with preparing various departmental reports, utilizing Excel, SQL, and Python skills
- Guided over 300 students in career options with personalized advice/coaching through workshops and job fairs.

ANALYTICS PROJECTS

- Predictive analytics on Credit Card Defaulters using modeling in Python and visualizations in Tableau   **December 2020**
- Built relational database (RDBS) for Dorm Database System using Structured Query Language (SQL), tables, and Entity-relationship (ER) diagram in MS Access   **February 2020**
- Predictive analysis on Trending YouTube Videos using algorithms like Logistic Regression, K-Nearest Neighbor (KNN), Random Forest, Support Vector Machine in Python   **August 2019**

CERTIFICATIONS

- Microsoft certified Azure Fundamentals-AZ 900   **May 2022**
- Inducted into the Beta Gamma Sigma society   **May 2021**
- Google Analytics for Beginners, Advanced Google Analytics, and Google Analytics for Power Users   **November 2020**
- Mimic Pro's Digital marketing simulation completion certificate by Student   **November 2020**
- Advanced SQL and stored procedures in MySQL by Udemy   **July 2020**