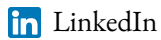


JESHMITHA GUNUGANTI



jeshmitha.gunuganti@gmail.com

+1 (513)-837-7098

PROFILE

A Business/Data Analyst, with a strong background in business intelligence, and strategic data-driven decision-making. My strong communication and stakeholder management skills enable me to collaborate effectively with cross-functional teams and bridge the gap between business and technology. My expertise lies in requirements gathering, documentation, meeting facilitation, design and development of complex solutions. I excel at delivering engaging project presentations and demonstrations. I have a strong passion for collecting and analyzing large amounts of data to deliver data-driven actionable insights. I'm proficient in programming languages such as Python, Java and SQL, and in working with data/BI tools.

EDUCATION

Masters, Computer Science - Data Science, University of Cincinnati, USA	CGPA: 3.8/4.0	Aug. 2021 – April 2023
B.Tech, Computer Science, VNR VJIET, India	CGPA: 4.0/4.0	Aug 2017 - July 2021

SKILLS

Languages: Python, Java, C/C++, Advanced SQL

Databases: MySQL, Redshift, DynamoDB, Oracle

Data Warehouse: Amazon Redshift, Google BigQuery, Microsoft Azure Synapse Analytics, Snowflake.

Certifications:

- Business Analysis Fundamentals - ECBA, CCBA, CBAP endorsed
- Complete SQL Mastery
- Agile with Atlassian Jira
- Infosys Certified Software Programmer

Tools:

- **BI tools:** PowerBI, Tableau, QuickSight.
- **ETL tools** - AWS Glue, Informatica, SSIS.
- **Data Processing tools:** Apache Kafka, Airflow, PySpark.
- **Others:** MS Suite, Jira, Confluence, Excel (pivot tables, xlookup, macros, VBA, visualization), Git, AWS - EC2, IAM, S3, Lambda, EMR, Athena, Glue.

Skills: Requirements gathering, Project Planning/Management, SDLC, Agile, Scrum, Visual modeling - UML, BPMN, Data warehousing, ETL/ELT, Data Modeling, DAX, Data Analytics, Data Science, Machine Learning, Testing - UAT, Regression.

WORK EXPERIENCE

Data Analyst, lab37, University of Cincinnati, USA

Oct. 2021 - April. 2023

Project - YouTube Data Analysis

- Loaded the raw data into **S3** and built a **crawler** on top of it to pull the data into a database in **AWS Glue data catalog**.
- Created an **ETL** pipeline, built a **lambda** function in **python** and configured triggers to transform the raw statistics reference data in **json** format to **parquet** format and stored it in a cleaned S3 bucket.
- **Analyzed data** using **PowerBI** & **QuickSight** to draw insights about trending videos in different regions, parameters influencing engagement rate.

Teaching Assistant

- **Taught** graduate level courses - “**Data Structures**”, “**Cloud Computing**”, “**Intro to Applied AI & ML Tools**”.
- **Communicated complex concepts** to students, clarified doubts, and provided feedback on assignments and projects.
- Designed and **developed projects** for the courses, projects involved solving **real-world problems** using Python, ML algorithms and cloud-based tools.
- **Analyzed** weather data using **PySpark** and Jupyter notebook, and performed **exploratory data analysis** on a Crime Dataset using **Databricks**, resulting in actionable insights for decision-makers.

System Development Engineer, Amazon.com, Inc., India

Jan. 2021 – July. 2021

SPT Analysis Automation tool - Designed & Developed a tool (using **Python** and **AWS**) that automates the analyzing and deriving insights from metrics during SPT, reducing analysis time from 30 mins to 1 min, resulting in improved service reliability and team productivity.

- **Collaborated** with **cross-functional teams** to ensure a collaborative & integrated **Agile** development.
- Developed **complex SQL queries**, stored procedures, & triggers to develop and maintain **relational databases**.

- Created/maintained **ETL** processes to **import/export data** from various sources into the **data warehouse**.
- Designed **DAX** models for **BI** solutions, resulting in improved data analytics and operational efficiency.
- Configured triggers to execute workflows using **StepFunction**, used **SNS** as a message delivery service to transmit metrics data to various **AWS** services and **DynamoDB** for storage.
- **Constructed a website** using **CloudFront**, **S3**, **API Gateway** and deployed the product using **AWS CDK**.

Business/Data Analyst, Qvantel Software Solutions, India

Jan. 2020 – Jan. 2021

AI virtual call center - Built AI-powered call center that improved first call resolution rate by 20% and agent performance by 58%, meeting the business need to improve customer satisfaction and reduce operational costs.

- **Communicated** with stakeholders to **elicit requirements** and translated them into **technical specifications** for **data modeling** and reporting solutions that meet business needs.
- Helped **Product Owner** refine **product backlog**, **prioritize features**, and **user stories** to prepare for development.
- Reporting **KPIs** such as customer satisfaction, response time, and resolution rate to stakeholders and providing insights on how to improve them using **Tableau**.
- **Designed & Developed** call center using **AWS Connect**, stored call recordings on **S3**, used **AWS Transcribe** to perform Speech-to-Text on caller interactions.
- Used **SQL** and **ETL** to create a **data warehouse** to securely store **large datasets** of customer interactions.

Trending analysis of Social Media - Analyzed social media data to gain insights into customer behavior, preferences, and trends, in order to enhance product development, marketing strategies, and overall customer experience.

- **Elicited** and gathered user and **business requirements** through **JAD sessions**, **brainstorming** and **interviews**.
- Documented business functionality requirements in **Business Requirement Document (BRD)**.
- **Facilitated Agile ceremonies** - Sprint Planning, Daily Stand-ups, Sprint Reviews using **Jira**, **Outlook**.
- Designed and implemented an **ETL** pipeline to extract, transform, and load tweets from Twitter API into a database, using **ETL jobs** scheduled for every one hour.
- Conducted **complex analysis** and data visualization using **PowerBI/Tableau** to identify trends and draw insights about customer reactions to products, product popularity, and **customer feedback** about new offers/discounts.
- **Prepared** and **presented reports** to stakeholders, providing actionable insights and recommendations based on data analysis to help inform **business decisions**.

AI Chatbot - Developed and integrated an AI chatbot for customer service with Facebook Messenger resulting in 43% reduction in handle time and 40% increase in CSAT score, driving improved customer experiences.

- **Gathered requirements** about **chatbot functionalities** from stakeholders and translated them into **actionable tasks**.
- **Designed & Developed** the chatbot using **AWS Lex** and **Lambda**, Stored chat history on **S3**, performed sentiment analysis using **AWS Comprehend**, stored results in **Redshift** using **SQL**.
- Monitored **team progress** using burndown charts, velocity metrics to identify areas for improvement.
- Created **Tableau**, **PowerBI** dashboards to visualize data collected from customer interactions, feedback to interpret the customer experience and draw **business insights**.
- Assisted with **User Acceptance Testing**, develop and maintain **quality procedures** ensuring that appropriate **documentation** is in place.
- Conducted project related **presentations** and provided **reports** to the senior management.