

# SHIVANK SAXENA



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## PROFESSIONAL SUMMARY

- Data driven lead with 7+ years of experience in identifying actionable opportunities through POCs, A/B testing, analytics and feedback
- ROI focused to deliver optimized strategies based on SWOT and cost benefit analysis using reporting of data driven insights
- Skilled collaborator with organizational, analytical and project management skills comfortable working across business divisions to deliver high quality projects with tight timeline
- Excellent in writing business requirement document (BRDs), Functional requirement documents(FRDs), use case specifications, software requirements, activity diagrams, class diagrams along with user stories, conducting ceremonies using Agile-Scrum and SAFe
- Hands on experience on writing SQL, HiveQL, spark code for retrieving data over relational database systems and Hadoop databases, perform data validations and sandbox testing and strong understanding in Data Warehousing concepts - OLAP, OLTP, ETL/ELT
- Possess strong capabilities in processing Un/Semi/Structured data using performing ETL in Informatica, Data Stage, SQL and DBT while designing stories and dashboards being a visualization savvy on Tableau, Power BI, Qlik sense and AWS Quick sight
- Strong proficiency in data architectures, data warehousing, data modelling, data migration using ETL/ELT, automation, product analytics, customer analytics, sales analytics and data visualization
- Expertise in working with different cloud infrastructures such as AWS, Azure and GCP and tech savvy in data modelling, testing, debugging and solution design in both technical and business analysis while maintaining central data repositories and MDMs

## SKILLS

**Programming:** Python, Java, PL/SQL, VBA, R, SAS, Shell scripting (Unix/Linux)

**Web Frameworks:** HTML 5, JavaScript, Plotly, Argus, CSS, WordPress, PYQT, Flask, Django, XML, JSON

**B.I. Tools:** Tableau, Power BI, Qlik Sense, Looker, Cognos, Advance MS Excel, MS Visio, Google Analytics, Adobe Analytics, SAS, Qlik View

**Databases:** SQL Databases - My SQL, MS Access, Oracle, PostgreSQL, Teradata, DB2, Snowflake, SQL Server / NoSQL - Mongo DB

**Tools:** AWS, SAP, Azure, GCP, GIT, Spark, Hadoop, Hive, Pig, Anaconda, Informatica, Salesforce, JIRA, Selenium, UFT, Lucid, Power Query

**Techniques:** Data Visualization, Data mining, Trend Analysis, Deep learning, Machine Learning, Forecasting, Data Modelling, Pipelining, Data analysis and warehousing, Story Telling, Agile Methodologies, Requirement Gathering, Data Structures and Algorithms, ERD, UML

## CERTIFICATIONS

AWS Cloud Practitioner, Data Analysis with Python, SQL for Data Science, Tableau Data Visualization, Python programming

## EXPERIENCE

**Senior Data Analyst/Lead Business Analyst** | Spar Information System, LLC

**Jun 22 - Present**

**Client - Capital One, New York**

- Collaborate with stakeholders and executives to understand pain points and work on designing strategies, roadmaps, automation framework, modelling and metrics design following Scrum-Agile framework
- Responsible for leading projects around reporting (req. gathering, design, dev and testing), stakeholder engagement (User forums, core hours, Demo sessions), collaboration across team (Sync ups and roadmap planning) and Product/feature delivery (All hands)
- Designed reusable wireframes (Figma, draw.io) for new dashboards (Quick Sight, Tableau), sliced and diced data sources to generate datasets for KPIs and reports in SQL (Snowflake, Presto, Spark), data models using LUCID charts following best data governance and data quality management practices while documenting metadata repository as a data catalogue over Confluence
- Led a team of 2 Data analyst to enhance tracking and reporting system by introducing a few proofs of concepts (POCs) meeting user acceptance testing and inducting them as product features such as Auto narratives, Storytelling, Reporting platform over Argus and Plotly, Risk reporting for entire Capital One, Process automation of dashboard validations, Trend forecasting and outlier detection, process documentation, Auto search using Quick sight Q and ThoughtSpot thus saving time spent on meeting by up to ~8hrs/week

- Developed strategic insights for 4 divisions critical to various LOBs: controls, data defects, remediation methods, metadata validations and application usages by inducting auto narratives on AWS Quick Sight to address issues, outliers, finding, exceptions and forecasting and improving viewership by 12%
- Working across the teams with DBAs, Data engineers and performance analyst to upgrade the data pipelines with new schemas incorporating various validation check for human data, sensitive finance data, data accuracy, data consistency using a meta-bot
- Automated validations of controls by ingesting enterprise data through ETL pipelines from varied sources to perform data checks in a recursive manner over MLP (Python) resulting in seamless data delivery < 95% while saving 32 hours/month of laborious work
- Assisted Scrum master, managers and team to refine stories, assign points, define acceptance criteria, DOD and DOR on JIRA, create BRDs, FRDs and MOMs while optimizing team's performance using burn down charts

**Senior Data Analyst | Medly Health Inc, New York**

**Jul 20 - Apr 22**

- Presented actionable insights in the form of self-service dashboard, scorecards and reports utilizing people, processes and technology
- Owned Operations dashboard designed to measure daily performance, quantifying trends, and facilitating visibility on KPIs (Script fulfillment time at each level, prescription journey, script dropout analysis, Net operating margin, queue management), NPS and OKRs
- Recruited and led a team of 3 analysts to design operational logic for departmental dashboards, ETL pipelines in DBT and snowflake for data to be consumed in lower environments and test automation for performing data quality checks ensuring 98.3% accuracy
- Built ML models to forecast headcounts for sales and delivery department on data extracted from cloud using AWS S3, EC2 and Kinesis
- Designed ETL pipelines to integrate varied sources (apps, server, cloud, ERP) using web hook and APIs and transformed data ingestion process by i) introducing incremental load ii) Optimizing table structures using data modelling of Snowflake DWH through DBT
- Collaborated with various product managers to design metrics and KPIs pertaining to various application depicting performance, hit rate, user journey, user retention, milestone analysis, avg time for improving digital experience
- Elevating retail and ecommerce reporting by 16 % using google analytics and reporting hourly traffic, tags, conversion rate and various other parameters for churn analysis and retention analysis
- Led analytical projects for various B-2-B and B-2-C products along with ERP (SAP) reporting over SAP modules such as FICO, HCM, SD, QM to determine utilization, data movement, issues, and process flow (Parameters) for streamlining processes under SDLC lifecycle
- Spearheaded sensitive analytical and reporting projects worth >\$3.5 million contracts while acting liaison amongst business owners
- Automated and documented end-to-end report processing with >107 reports in <2 mins using process automation (G-suite APIs, SAP, Qlik Sense and Git hub), cloud computing (EC2 and DBT), data manipulation (Power Query/Pandas/SQL) and scheduling (Python)

**Associate Data Analyst | Cognizant, Inc**

**Jul 19 - May 20**

**Client - Blue Cross Blue Shield, Chicago HQ**

- Captured business requirements to provide data-oriented solutions to ensure business continuity by 60%, new opportunity exploration by 10% and optimization of current processes by 30% using advance analytics
- Centralized data pull from over 7 varied down streams for effortless data gathering and integration such as DBs, DWs, data lake and clusters based on coherent data models for maximizing error-free data retrieval of healthcare data and minimizing response time
- Identified scope for product development through in-depth statistical attribution analysis and stemming conclusions from hypothesis
- Improved customer experience over mobile app. by 20%, website by 27% and user engagement by 22% through analysis using python
- Automated the process of data down-streaming by programming APIs in python for easy data capturing, wrangling and file handling
- Conducted troubleshooting and root Cause Analysis for process improvement within Informatica to avoid data transfer failures
- Improved competency up to 30% of SDLC processes by designing robust ETL pipelines and mapplets in Informatica for data masking
- Created stored procedures and mappings of data objects to facilitate CRUD operations for OLTP and OLAP using optimized SQL queries
- Generated MicroStrategy reports and dashboards on Tableau depicting insights on KPIs facilitating fact-based smart decisions

**Data Analyst | Infinite Options, San Jose**

**Feb 19 - May 19**

- Demonstrated requirements and data flow in the form of relational model schema on MS Visio based on hierarchical BOM structure
- Optimized inventory management by 60 % through End-to-End data retrieval by writing complex SQL queries in MY SQL workbench
- Improved accuracy up to 20 % by conducting explanatory data analysis over log files generated by the database using python 3.7
- Designed M.L. algorithm which automated the inventory forecasting and ordering process improving efficiency by 30 hours a month

**Junior Engineer | Neopost India Pvt. Ltd., India****Oct 15 - Apr 17**

- Reduced latency by half in capturing, processing, and utilizing data to provide analytical insights over customer data to stakeholders
- Built ETL pipelines in Informatica performing ETL operations automating human efforts in upstreaming data to snowflake DW by 38%
- Achieved 40% efficiency in preparing and analyzing trends and pattern of customer data through quantitative analysis using python
- Organized presentation for teams using Tableau dashboard and stories helping KPIs to improve up to 20% through planned strategies

**Engineer Trainee | Siti Networks Pvt. Ltd., India****Jul 15 - Oct 15**

- Optimized network uptime up to 30% by performing analysis in R to identify frequent network issues and reporting it to supervisors
- Mined customer and sales data to deliver prioritized service achieving 43% customer satisfaction and improving business decisions
- Developed network maintenance and customer service report by validating spreadsheets using pivot tables and charts in MS Excel

**PROJECTS**

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**Bay Area Property Prediction** (Python, NumPy, Matplotlib, Seaborn, Pandas)**Mar 19 - Apr 19**

- Designed a mapper-reducer algorithm to process and eliminate malfunctioned records from 68 million records over **Hadoop cluster**
- Performed data checks using **T test** and Optimizing M.L. model through **feature reduction** achieving **93%** accuracy in forecast

**Chicago Crime Forecast** (R, R studio, CRAN)**Mar 18 - Apr 18**

- Conducted explanatory data analysis for mapping crime rates and performed **data checks using T test, hypothesis, and A/B testing**
- Achieved **82% accuracy in forecasting crime** using Time series forecasting models over data set with 6.4 million records

**EDUCATION**

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**Illinois Institute of Technology, Chicago, IL | Master of Science in Information Technology, GPA - 3.8****Aug 17 - Dec 18****Amity University, Noida, India | Bachelor of Technology in Electronics and Communication, GPA - 3.3****Jul 11 - May 15**