

ISHA ANIL POTE

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EDUCATIONAL QUALIFICATIONS

Northeastern University, Boston, MA

Sept 2018 – Dec 2020

MS in Engineering Management focused in Data Analytics

University of Pune, Maharashtra, India

July 2012 - June 2016

Bachelor of Engineering (B.E.) Computer Engineering

PROFESSIONAL EXPERIENCE

iBASIS, Lexington, USA

July 2019 – Dec 2019

Data Analyst (Skills used - Oracle SQL, Python, Tableau, Power BI, SAP Business Objects)

Overview

- Configured KPI's around Incident management and Change management process for Voice and Mobile data of 1k+ clients using Oracle SQL integrated with the company's Artificial Intelligence software application
- Analyzed historical data of the reported incidents and problem tickets from ServiceNow. Presented to the stakeholders to identify trends and opportunities for improvements using ServiceNow (SNOW) reporting and Tableau

Process Improvement

- Reduced operational time by 46 hrs per month by automating the inbound/outbound Voice and Mobile IoT data with the use of Python scripting
- Improved adaption of Voice/Mobile IoT data by 92% through dashboards in metric views using Tableau, SAP Business Objects, Power BI and MyXalytics

TMF Group, Pune, India

Aug 2016 - June 2018

Business Intelligence Analyst (Skills used - Python, Advanced MS Excel, R, Agile, Scrum, Jira, Tableau)

Overview

- Onboarded 400+ clients spread across 60 countries from industries like Pharma, Fintech, Luxury retail, etc.
- Monitored a 6% growth in annual revenue of clients by continuously analyzing sales & revenue data with the use of macros, pivot tables, VLOOKUP, charts, what-if analysis in MS Excel
- Performed User Acceptance Testing by building a liaison between clients, development team, the QA team, reducing the development project cost by 7%
- Coordinated with the development team in manipulating database using SQL scripts as per business needs, projects, and tasks

Project Management

- Mentored 10 people on Agile Scrum fundamentals which increased the existing bugs fixed per week by 62%
- Tracked 8% growth of the new payroll software, against volume & revenue by configuring metric product growth KPI's on Tableau
- Developed ad-hoc reports and created Business Requirement Document, Data Dictionary, Data Modelling Document & SLA (Service Level agreement) using MS Word, Excel, Power Point, Outlook, and Visio
- Ensured quick resolution of the production issues and incidents by formulating a root cause analysis within an SLA response time of 4hrs

Stakeholder Management

- Conducted training sessions for clients of the newly launched payroll software with a 99% increase in efficiency
- Worked closely with multiple external stakeholders in overseeing and coordinating project priorities, scope and scheduling of deliverables

Recognition & Achievements

- Received Client Appreciation bonus and was awarded "Employee of the month" award thrice

ACADEMIC PROJECTS

Northeastern University, Boston, MA

Sep 2018 – Dec 2020

Mobile based Application Solution for Tailoring needs (Skills used - MS Project, Balsamic Cloud)

- Discussed goals and scope with 5 product managers to launch a mobile application to cater to the tailoring needs of customers
- Prepared budget estimation for the tasks in the Work Breakdown Structure using the RACI matrix using MS Project; fitting it to the feasibility of the product to attain a profit margin of 95%
- Developed a detailed UI/UX design of the application using Balsamiq Cloud

Clinical Data Warehouse Integration (Skills used - MySQL, Oracle SQL, PostgreSQL, ER Studio, SQL Server, Talend, Alteryx, Tableau, Power BI)

- Analyzed 15 M rows of clinical trial data set and examined KPIs to gather meaningful business insights about the drug phased studies by building Tableau and Power BI dashboards
- Pipelined clinical data from different sources like SQL Server, MySQL, Oracle SQL, PostgreSQL and loaded it onto a Data Warehouse using a master ETL job within 23 mins in Talend

Blood Bank Management System (Skills used - Oracle SQL, PLSQL)

- Created a rapid rollout plan by connecting donors and recipients of blood plasma, onto a single platform, and suggesting nearest collection center as per the location of the user
- Utilized DDL and DML commands, Tables, Views, Stored Procedures, User Defined Functions, Triggers in SQL to assist patients, blood centers and hospitals with their immediate needs

Prediction of Customer Purchase behavior for the Black Friday Sale (Skills used – R Studio)

- Achieved an 80% increase in the profit of a retail company by building a Machine Learning model using R to understand the customer purchase behavior
- Created personalized offers against every product by building and validating the RMSE of a glm model, a glmnet model, a linear regression model, a GBM model and a treebag model