

# SHERLEY RAMACHANDRAN

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## SUMMARY

Conscientious and competent business data analyst interested to deploy exceptional skills and **3 years of robust experience** in data mining and analysis, business development and consulting. Experience in coordinating with the business and technical organizations to plan and implement any major infrastructure and application releases in test and production environments, draw visualizations and insights from data sets.

## EDUCATION

**University of Maryland, Baltimore County** | May'20  
**Anna University, Chennai, India** | June'17

MS Information Systems, GPA: 3.54/4  
BE Computer Science, GPA: 3.5/4

## SKILLS

**Programming Languages:** C, C++, Python, R  
**Databases:** MySQL, PL/SQL, NOSQL, Mongo DB, Cassandra, Neo4j, TSQL  
**Software:** Microsoft Office (Word, Excel, PowerPoint, Access), Tableau, Power BI, SSIS, SSRS, Google Analytics, Salesforce, Qlik-View, SAP ERP, WEKA, Informatica, Putty, WordPress, SAS, PeopleSoft, JIRA  
**Technologies:** R studio, Git bash, JavaScript, HTML, CSS, Bootstrap, J Query and knowledge in Node Js, XML, UNIX Shell scripting

## WORK EXPERIENCE

**Data Analyst Intern**, Greater Baltimore Urban League August'19-May'20

- Assist the director in database development, data input and validation, data export & management, data visualization and exploration.
- Ensure accurate data entry, implement regular updating procedures, verify accuracy of datasets and present data summaries

**Business Intelligence Intern**, Index Analytics July'19- May'20

- Created Qlik dashboards to provide insights into KPIs, marketing effectiveness and business trends.
- Designed and implemented complex SQL queries and procedures to create, setup and verify test data.
- Used Agile/Scrum method for gathering requirement, documented user stories and facilitated story points to discuss project specifications.

**Web/Database Developer**, Department of Psychology, UMBC Aug'19- May'20

- Update and maintain the official website and database, create responsive webpages using HTML, CSS, Bootstrap & Word press
- Provide concise data reports visualizations for management using Tableau and identify new opportunities for process improvement.

**Business Data Analyst**, Qovic Online Solutions, India Jan'18-July'18

- Assist with the end to end project management of reporting and ETL development projects within the team in UNIX environment.
- Responsible for maintaining and improving operational reporting including new development in accordance to best practices
- Planning, organizing, analyzing, and communicating program information and other related tasks

**Business Data Analyst**, B-charge Neobit solutions, Hyderabad, India July'17-December'17

- Defining application problems by conferring with clients; evaluating processes and procedures.
- Developing solutions by evaluating and preparing alternative workflow solutions and connecting multiple database clusters to Tableau to gain insights on sales and product demand.

**Student Assistant**, Anna University Dec'15- Jan'17

- Analysed large student data sets to solve open-ended business problems in the university.
- Analysed the incoming student flow, the percentage of students that graduate and created dashboards in Tableau and Qlik to provide insights into KPIs and business trends

## PROJECTS

**Customer Feedback Management System** Aug'19-Dec'19

- Developed the system design for customer feedback management system, keeping in view the customer relationships, risks, sales and other operations in the industry using Agile, Waterfall models.

**Muscle Strength- Skulpt Scanner (Python, WEKA, Tableau)** Jan'19-May'19

- Analysed muscle quality of over 30 individuals using Skulpt Scanner, WEKA and Python and obtained over 95% accuracy.

**EZ Pass Toll Management System (SQL, PL/SQL)** Fall'18

- Designed a toll management system by inserting sample data and implementing given set of conditions using PL/SQL and Oracle SQL, provided solutions under each scenario that had an 85% accuracy

**Business Model Analysis and Development of E-commerce (Python, Qlik View)** Jan'19-May'19

- Analysed the business model of E-Bay along with its business needs & developed a new Internet-based system model called E-Corner that adapts modern day ecommerce strategies and ideologies.
- Created a web interface model, visualised patterns and interpreted results using QlikView and Python.

**Crime Analysis for Baltimore (Python, Rapid Miner, Linear, Regression Model, Random Forest)** Aug'19-Dec'19

- Implemented Random Forest and regression models to interpret effect of alcohol and vacant houses with increasing crime rate in Baltimore using Python and Rapid Miner, extracted visualizations and attained over 90% accuracy.

**KPMG Virtual Internship | Data Analytics & Consulting** May'20

- Analysed, interpreted and updated the demographics and financial data of a mid-sized client for KPMG, drew insights and created visualizations using Tableau and Python.

**Project and Systems Engineering Management** Jan'20-May'20

- Worked on a healthcare project, built and implemented all steps required for an efficient and successful proposal in a real-time organization using Microsoft Project

**Deloitte Virtual Internship| Technology, Strategy & Innovation, Optimization & Delivery** June'20

- Worked with a global virtual team with Deloitte coaches and professionals to solve real time business challenges.