CHAITANYA SWAROOP POKURI

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SUMMARY

Graduate student proficient in SQL, Python, seeking full-time opportunities in Data Analyst, Business Analyst, Database manager roles. High analytical and logical thinking. Proficient in IT education with exceptional communication and problem-solving skills.

EDUCATION

MASTER OF SCIENCE: **OPERATIONAL MANAGEMENT AND INFORMATION SYSTEM**   2020
NORTHERN ILLINOIS UNIVERSITY   DEKALB, IL
- 3.5 GPA

BACHELOR OF TECHNOLOGY: **COMPUTER SCIENCE AND ENGINEERING**   2018
GANDHI INSTITUTE OF TECHNOLOGY AND MANAGEMENT   VISAKHAPATNAM, INDIA
- 3.5 GPA

SKILLS

Programming Languages	Python, SQL, HTML, R, Java, C, C++
Databases	Microsoft SQL Server, SQLite, PostgreSQL, MySQL, MongoDB
Data Analysis and Viz	PowerBI, Tableau
Development Tools (IDE)	RStudio, SAS Studio, Anaconda, PyCharm, SAP, MS Visual Studio
Operating Systems	Windows, macOS, Linux
Microsoft Office	Word, Excel, PowerPoint, Access, Outlook, Visio, One Note, Publisher

EXPERIENCE

BUSINESS ANALYST: **JAN 2020 -- Present**
TRANSNATIONAL - **CONSULTANT**   **Dekalb, IL**
Coordinated a team of 4 working for a merchant processor company called TRANSNATIONAL. Northern Illinois University has an Experiential Learning Centre in the College of Business which has partnered with TRANSNATIONAL for which my teaming is developing. In this project we mainly focus on gathering data about the business issues and how the new generation is leading their businesses with the help of the technology in the HVAC and auto repair industries. To gather the information, we used the Qualtrics tool by creating a form with the queries listed and we can export the answers into an excel sheet. The data gathered will be analyzed by my team and me to get valuable suggestions by improving the scripts of the inside sales team and changing the conversation with the customer's results in the increase of conversion rate.

SERVICE DESK ANALYST: **SEPT 2018 -- Present**
NORTHERN ILLINOIS UNIVERSITY   **Dekalb, IL**
Effectively handling IT related issues and helping faculty and students to overcome IT-related errors. Successfully delivered results on Priority 1 issues on the campus with precision. Working on Cherwell and R25 to raise tickets for classroom services and organizing the issues with the date and time stamp. Hand on experience in generating reports on PowerBI weekly at the Service Desk. Train, develop, and mentor new hires on business processes, technologies and communication.

EXPRESS MAIL SYSTEM   APR 2017 – JULY 2017
INTERNSHIP - C2N IT SERVICES PVT.LTD   **Hyderabad, India**

Used this intern opportunity as a platform to explore various front-end technologies and master a few of them like SQLite, JavaScript and jQuery. Initiated and developed an idea for a Mobile Application called "EXPRESS MAIL SYSTEM" to centralize notifications when users can't access their phones using Android Studio and MySQL. Used high analytical skills to negate the challenges in real-world scenarios. The user phone number is linked to the email address and the text messages and calls are notified to the user through e-mail id which was linked earlier.

PROJECTS

HOTEL REVIEW ANALYSIS   **JAN 2020 – MAY 2020**

- In the project we took a data set related to Hotel Reviews of all the hotels in the entire United States of America.
- In the project, we concentrate on the negative reviews that are given by the customers so by analysing the reviews and the topics on which the reviews are given then the analyzed data is useful to help the hotels and improve their present situation.
- After the data visualization we have recognized three states which have highest number of negative reviews and the states are California, New York, Florida.
- Then calculating the sentiment values for each review given using PowerBI and then we did topic modelling using python script and we analyzed the topics on which the reviews are given.

BIGG BOSS REALITY SHOW   **AUG 2019 – DEC 2019**

- In this project we took a data set related to the Indian reality show called "Bigg Boss" inspired by "Big Brother".
- Created a prediction model using SAS studio to predict related to Male and Female ratio, the season length and number of people, the people from different industries, Number of evictions and winning chances, Does the number of days stayed depend on gender and to do these predictions we used concepts of Linear regression, Logistic regression, Anova test, chi-square test of independence.
- From the results we were amazed and understood how the show is working and learned that the assumptions were differing.

FINANCIAL PLANNING COMPANY   **JAN 2019 – MAY 2019**
LOAN PREDICTION MODEL

- Demonstrated a loan prediction model for financial planning company to predict whether the customer gets a loan along with the percentage of the approval and our model resulted in 70% significance.
- Used R studio to work on the prediction model and excel sheets to clean the data and based on our model there are 3 categories for the loan approval- High, Moderate, Low.
- We considered Logistic Regression model as a best fit to work on our data, from the analysis we considered factors such as Loan type, Loan purpose, Ethnicity and 8 other variables that are responsible for determining the loan prediction.
- We also checked whether the personal demographic information would affect the model and it resulted in a 2 percent increase in the efficiency of the model.

ONLINE BUS TICKET RESERVATION   **AUG 2018 – DEC 2018**

- Devised a business model for online bus ticket reservation. This portal provides a dashboard to the users to book a bus journey from one place to another throughout the United States.
- Adapted Microsoft SQL server to model, create and deploy the database.
- The dashboard allows users to create an account with an ID and password.
- Developed an APl to handle transactions containing information like the source and destination places, date of journey and time of journey.