**SHANKARI SEETHALAKSHMI MOHANAKRISHNAN**[www.linkedin.com/in/shankari-sm](http://www.linkedin.com/in/shankari-sm)|Tennessee(Willing to relocate)| [shridurga.0193@gmail.com](mailto:shridurga.0193@gmail.com) |(646) 203-3801

Data Enthusiast with a little more than three years of experience coupled with a master’s degree in data management. I would be a great fit for roles that involve data extraction, cleaning, transformation, pipelining, visualization, analysis, governance, testing and prediction.

**EDUCATION**

**Illinois Institute of Technology Master’s in information technology management (GPA-3.9/4.0)** 2016 – 2018

**College of Engineering Guindy Bachelors Information Technology (GPA-3.6/4.0)** 2011 – 2015

**SKILLS**

* Modelling Techniques: Regression, Clustering and Classification.
* Statistics: Descriptive Statistics, Inferential Statistics, Sampling Distribution, Central Limit Theorem, Hypothesis Testing.
* Statistical Packages: NumPy, pandas, matplotlib, seaborn & scikit-learn.
* Analytic Tools: Python, R, T-SQL, PL/SQL, Excel (Power Pivot, Pivot tables, lookup function) & VBA.
* Big Data Tools: Hadoop (Map Reduce), SQOOP, Hive, Spark Scala.
* Business Intelligence Tools: SSIS, SSAS, SSRS.
* Visualization: Tableau, Power BI, Visio.
* Database: Oracle, MS Access, SQL Server, MySQL, Azure, Teradata.
* Programming Language: C, C++, Java.
* Scripting Language: HTML, XML.
* Methodology: Agile, Scrum, Waterfall.

**EXPERIENCE**  TABLEAU - <https://public.tableau.com/profile/shankari8590>

**FedEx, Tennessee – Data Scientist/ Data Analyst** Nov 2019 – Present

**Verde Analysis**

* Extracted package shipment and customer contact information data globally from multiple source systems by segmenting customers into six clusters in **Teradata** to survey customers for every quarter using **clustering** techniques.
* Studied and analyzed sentiments of low hanging customers and derived strategies to convert passive customers into promoters using customer experience management programs that increased profits by 6%.
* Prioritized problems faced by customers for each quarter and compared with baseline incidence and observe the frequency of each issues. Brainstorming **problem resolution strategy** for the most serious issues and observer a 12% decrease in problem frequency over a period of two years.
* Determined **statistically significant volume of customer** to be invited for survey to ensure random sampling based on customer segment population by considering **95% confidence interval, 4% margin of error and estimated response rate** as parameters in **Excel**.

**CASCADE**

* Determined root causes of clearance cases to allocate and train human resources based on the requirement that cut human resources by 5%.
* Determined cost to company on calls and cases by regions and service types using **SQL**.

**SDE Healthcare analysis**

* Determined the action triggered and evaluate customer sentiments prior to vs consequence of sending notifications to healthcare customers during natural catastrophe for medical packages shipped in the affected regions by observing case and call volumes from specific customers.

**JLL, Portland – Data Analyst** Sep 2018 – Sep 2019

**Aero – Construction & Property Management**

* Maintained integrity of sale and lease data regarding properties and Availability used by property brokers with 99% accuracy by performing Regression, Data and Unit Testing with **SQL** and validate the correctness of data between the database and front end (browser API’s).
* Extracted data from multiple source system transformed and loaded the data into the target system using data mapping documentation to satisfy client requirement in compliance with data governance policies and standards.
* Created of reports in **Tableau** to illustrate the correctness of data flow from multiple source systems into the system database that are regularly used by C-level management and heads of the department to determine the root cause of mismatches and percentage of inaccurate data with respect to each source and entity.
* Maintained a detail central repository from 25 data sources used by c-level management that had mapping information regarding all the entities along with the **ETL** performed for each attribute for these entities that would cut down the time consumption of other departments by 3%.

**Illinois Institute of Technology (IIT), Chicago – Graduate Analyst** Mar 2017 – May 2018

**Technology Analyst - Associate VP of International Affairs**

* Generated **dashboard** in **Excel** by extracting data from **Salesforce** by using workbench for comparing and analyzing revenue generated from international students and categorizing revenue generated based on country, department, gender and degree at Illinois Institute of Technology.
* Created and documented flow for agreement and admission process for research students at IIT using **Visio**.

**Graduate Teaching Assistant – Information Technology & Management Department**

* Assisted professor by guiding and teaching the other fellow students on topics from SQL, RDBMS & Data analytics.
* Independently supervised class of 90 students and conducted interactive discussions weekly 2-3 times to assist them with their assignments and projects resulting in 40% improvement in their grades.
* Provided study materials, lesson plan/structure, assignments that averaged a 92% completion rate.
* Maintained records of 75 students and created grade sheets to track individual performance besides determining overall class performance.

**Temenos Private Limited, Chennai – Data Analyst**  Jul 2015 - Aug 2016

Classifying customers Demanding for Loan

* Implemented **classification algorithms (K Nearest Neighbors, Logistic Regression)** to **predict** sanctioning of loan for bank customers by analyzing target client’s details by which bank managers can reduce risk up to 20%.

**PROJECTS** Azure - <https://notebooks.azure.com/Shankari-s-m>

Data Analytics – Predicting ATM Cash Flow

* Implemented ATM Cash flow prediction using Multiple Linear Regression algorithm to forecast future demands and perform what if analysis to solve ATM out of cash issue by optimizing bank ATM networks for cash distribution with 80% accuracy.

Data Mining - Global Clothing Store

* Designed a strategy to provide targeted customer attire and accessories by identifying customer groups based on segmentation

using clustering techniques with 95% accuracy

**CERTIFICATION**  GITHUB **-** <https://github.com/Shankari-Mohanakrishnan>

* SQL c3f1c6225eaf4a40ac7ed23af66aaa7a Sep 2019
* Apache SQOOP for CCA UC-U191MDV3 Feb 2018
* Hands on Tableau training for Data Scientist UC-H5G1EXVV Mar 2018
* Hands on R Programming for Data Scientist UC-EX6AYTQR Mar 2018
* Implementation of Data Warehouse with SQL Server 328776229 Jan 2018
* Information Technology Infrastructure Library 04097778-01-N3NJ Dec 2016