UDDESHYA RAJ

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PROFESSIONAL SUMMARY

Results-driven Business Analytics professional with 3+ years of experience delivering cross-industry business analysis, data analytics, and decision support for enterprise clients across financial services, healthcare, education, manufacturing, & technology environments. Proven track record translating operational, customer, and performance data into KPI dashboards, reporting, and forecasting tools that support strategy, business operations, and stakeholder decision-making on cloud data platforms (GCP, AWS). Experienced partnering with cross-functional teams to optimize processes, improve operational efficiency, and drive measurable business impact through data-driven recommendations in regulated and trust & safety contexts.

SKILLS

- **Business & Data Analysis:** Requirements gathering, Stakeholder management, KPI development, Dashboarding & reporting, Trend analysis, Forecasting, Scenario analysis, Root cause analysis, Process improvement, Operational efficiency, Decision support
- **Domain & Functional:** Customer analytics, Operations analytics, Risk & Compliance analytics, Supply chain & Inventory analytics, Revenue & cost optimization, Contact center performance, Program performance measurement
- **Tools:** Excel (Pivot Tables, VLOOKUP, Macros, VBA), Python, SQL, R Studio, Power BI, Tableau, QuickSight, SAP (ERP)
- **Data & Cloud:** GCP (BigQuery), AWS (S3, Redshift), Data pipelines (Apache Airflow), ETL/ELT, Data warehousing, MySQL
- **Project & Stakeholder Management:** Cross-functional collaboration, Executive presentations, Agile & Scrum, Stakeholder communication, Data storytelling, Requirements documentation, Change support, Project Delivery, Git, JIRA, Azure DevOps, Asana

WORK EXPERIENCE

Data Analyst (GoDaddy), Babson Client Engagement | *Wellesley, MA*   **Jan 2025 - May 2025**
- Led a 5-month client-facing analytics engagement, delivering data-driven recommendations through predictive modeling and KPI reporting; conducted data preprocessing and exploratory analysis in R to support stakeholder decision-making
- Built and validated statistical models (Logistic Regression, CART) in R to assess feature launch performance and support decision support use cases; developed an interactive R Shiny dashboard enabling real-time KPI monitoring and performance trend visibility
- Delivered a strategic presentation to client leadership and faculty using data storytelling to communicate insights, trade-offs, and operational recommendations aligned to business outcomes

Quantiphi Inc   **Jan 2022 - Mar 2024**
Business Analyst
- Managed a cross-functional analytics team of 30+ members supporting enterprise business intelligence and reporting operations for a Fortune 500 U.S. financial services organization, supervising delivery of 7 client-facing KPI dashboards with 92% data accuracy that improved stakeholder decision-making efficiency by 35% across operations and customer-service teams
- Developed operational risk and performance profiling frameworks by defining 10 KPIs and launching automated dashboards in BigQuery to monitor workflow efficiency, queue health, and containment metrics, enabling a 52% improvement in virtual agent containment rates and stronger trust & safety operations in a highly regulated environment
- Reduced operational workload by 5% and lowered live agent transfers and call abandonments via targeted retraining of Dialogflow virtual agents based on performance analysis and root cause investigation, improving contact center experience and operational KPIs
- Designed and implemented a conversational decision-support virtual agent on Dialogflow ES for a global healthcare organization supporting clinical education delivery, using structured interview scenarios and intent design to simulate realistic student interactions and scale coaching for 7,000 learners while reducing reliance on manual role-playing sessions
- Supervised cross-functional Agile delivery teams using JIRA, managing two parallel analytics and virtual agent projects for a global healthcare education provider and delivering 15 key milestones with teams of 12 & 10 members, while maintaining schedule & quality
- Built automated investigation and analytics frameworks on Google Cloud leveraging Gen AI and BigQuery to identify 400+ call drivers and detect emerging abuse patterns, enabling targeted operational process improvements and enhancing trust & safety decision support for a regulated healthcare and medical device environment
- Launched automated data pipelines and QuickSight dashboards on AWS with S3 and Redshift to track supply chain performance indicators (on-time deliveries, fill rate, inventory turns, MAPE) across 8 distribution centers, providing low-latency reporting that reduced reporting cycle from 9 hours to 30 minutes and improved supply chain visibility
- Built automated demand forecasting and operations analytics workflows using Python, Apache Airflow, and Redshift SQL pipelines over 24 months of historical data across 15 product categories, improving forecast accuracy by 33% and variance prediction by 28% and supporting business operations decisions that delivered $1.6M in annual savings

EDUCATION

BABSON COLLEGE, F.W. OLIN GRADUATE SCHOOL OF BUSINESS   **Aug 2024 - Dec 2025**
M.S., Business Analytics (GPA: 3.5)   *Wellesley, MA*

SAVITRIBAI PHULE PUNE UNIVERSITY   **Jul 2018 - Apr 2022**
Bachelor of Engineering - BE, Mechanical Engineering (GPA: 9.04/10.00)   *Pune, India*

PROFESSIONAL CERTIFICATIONS

- **Professional Scrum Master I:** Scrum.org   July 2025
- **Amazon Web Services Certified Solutions Architect – Associate**   November 2022
- **Google Cloud Certified - Associate Cloud Engineer**   July 2022