

RENJU ABRAHAM

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EDUCATION

Syracuse University, School of Information Studies

May 2021

M.S. Information Management | Certification of Advanced Studies in Applied Data Science | GPA 3.8/4.00

Relevant Coursework- Data Analytics, Database Management System, Data Scripting, Data Warehouse Management, Applied Data Science, Business Analytics, Project Management

Cochin University of Science and Technology, India

May 2016

Bachelor's in Electronics & Communication

TECHNICAL SKILLS

- Programming Language: Python, R, SQL, C, C++, JavaScript, .Net, HTML, MySQL, SQL Server
- Machine Learning, Statistics, NLP, Time Series Analysis, Data Mining, Agile Methodology, Google analytics
- Software: Tableau, MS Project, MS Access, MS Visio, MATLAB-2013, MS Office Suite (MS Excel with STAT Tools)

PROFESSIONAL EXPERIENCE

Business Data Analyst Intern, Telligen, Iowa

June 2020 – Aug 2020

- Led sprint planning, sprint retrospectives as part of a SCRUM team and communicated closely with stakeholders to streamline the existing ETL process by normalizing database structure.
- Led interviews and brainstorming sessions with the stakeholders to gather and document business and technical requirements for the technical guide.
- Coordinated with senior management and the technical stakeholders to select appropriate business process, design research, conduct insightful analysis, and deliver strategic insights
- Identified gaps between current ETL process and Quality Assurance Process, depicting them through Process Flow Modeling to improve overall results.
- Designed Data Flow and Use Case diagrams to depict the healthcare data extraction process from client SFTP server to Redshift database.
- Integrated a communication plan in the process flow to update the clients during the different stages, created JIRA user stories and handled Backlog Management.

Systems Analyst, TATA Consultancy Services Limited (TCS), India

Jan 2017 – July 2019

Account Payable Advantages (Captiva 7.5)

- Digitalized physical documents and processed it for approval using Captiva capture 7.5 with advanced recognition.
- Automated invoice processing by creating validation rules for different clients using C# script in Visual Studio.
- Created test cases, test strategies of different clients for enhancement and fixation based on client requirements.
- Deployed the code in UAT, tested the requirements of clients and deployed the code in QA and executed testing.
- Implemented tasks, managed workflow, raised customer-specific requests for firewall using ServiceNow.
- Generated reports and updated the stakeholders on the progress of tickets to keep track of the issue resolved.
- Gathered information to create a website using HTML, attended training on JavaScript to build future websites.

ACADEMIC PROJECTS

Data Analytics, Marketing Research

Aug 2020 – Dec2020

- Analyzed customer behavior using regression, decision tree, K-means model to formulate acquisition strategies
- Performed Binomial regression, Advanced Neural Network, and used Apriori algorithm to analyze the factors affecting customer retention.
- Formulated strategies to target customer segments through personalized advertisements and marketing campaigns.

Data Analytics, Southeast Airlines

Jan 2020 - May 2020

- Extracted data and performed data mining techniques (EDA) on the airline customer data. Developed a regression model to identify different attributes influencing the net promoter rate(NPV) to promote customer ratings.
- Performed predictive modeling, regression analysis, SVM, and association rule mining using R, to identify the most satisfied customers.

Database Management, Syracuse Quality Living

Aug 2019 – Dec 2019

- Designed and developed a relational database model using MS Access and MS Visio for a house rental firm, to help them manage and address the maintenance complaints.
- Created forms and reports in MS Access and developed use-case diagrams, process flow diagrams, and entity-relationship diagrams for the system, executed SQL queries to solve business-related questions using MySQL.

LEADERSHIP

- Led a team of five in HCI at Syracuse University to promote the University website.
- Leader of the Executive Committee in GSO(Graduate Student Organization) at Syracuse University.