SUSHANT ARORA
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US Work Authorization: **H1B**

SUMMARY

A seasoned analytics professional with extensive experience in healthcare, e-commerce and supply chain, marketing, finance, and pharmaceutical data. Demonstrated a proven track record of developing and executing data-driven solutions, leveraging expertise in SQL, Python, Tableau, PowerBI, and cloud platforms. Successfully managed a diverse client base, driving significant improvements in healthcare outcomes and cost reduction. Led initiatives in e-commerce and marketing to boost conversion rates and streamline supply chain operations, and managed pharmaceutical data projects to improve claims processing and forecasting. Adept in project management, ensuring timely delivery and measurable impact.

TECHNICAL AND SOFT SKILLS

- **Programming languages and Databases:** R, Python, MySQL, Google Big Query (GBQ), SQL Server
- **Data Visualization & Data Analytics:** Microsoft Project, Tableau, PowerBI, Looker, Advanced Microsoft Excel (pivot table, formulas, vlookup)
- **Statistical Techniques and Machine Learning:** Hypothesis Testing, Time Series Forecasting, Linear Regression, Logistic Regression, Decision Trees, Random Forest, XG Boost, SVM and KNN, A/B Testing
- **Soft Skills:** Communication, Risk Management, Leadership, Project Management, Data Analysis, Business Analysis, Agile methodology, Analytical thinking
- **Packages:** NumPy, Pandas, Matplotlib, SciPy, Scikit-learn, Seaborn, TensorFlow, ggplot, dplyr, Tidyverse, Stringr, leaflet, R Markdown, shiny, caret
- **Cloud:** Microsoft Azure (Azure Machine Learning, Azure Synapse, Data Lake), AWS (Lambda, S3, Cloudwatch, Sagemaker, Quicksight)

PROFESSIONAL EXPERIENCE

Business Intelligence Analyst, HAN IT   **Mar'24 - Present**

- Managed a client base of 10 customers, aligning clinical and claims operations with business goals to improve platform value and ensure customer satisfaction.
- Developed value-based care models, leading to a 15% reduction in healthcare costs and a 20% increase in patient satisfaction.
- Presented findings to executive-level clients through interactive quarterly business reviews, driving digital transformation.
- Increased value realization by 20% across 35 U.S. healthcare providers by generating actionable insights on value levers.
- Recommended clinical care and administrative best practices. Devised standardized KPI logic and batch processing scripts using Python.
- Automated and optimized end-to-end processing of weekly and monthly reports leveraging SQL and Tableau, resulting in a substantial reduction in time and error.

Operations Data Analyst, Injured Workers Pharmacy   **Feb'23 - Jan'24**

- Spearheaded Python script implementation for automated data extraction, transforming workflows, and optimizing processing efficiency.
- Developed and maintained a secure and scalable AWS-based centralized data repository, ensuring streamlined storage for diverse datasets.
- Conducted rigorous pharmaceutical claims data analysis and drug utilization pattern assessments using GBQ and Tableau, resulting in a substantial 20% increase in data accuracy and elevated company performance.
- Extracted, cleaned, and organized sales, operations, finance, and marketing data from various sources (CRM (Salesforce), market databases, digital platforms). Performed robust data validation to catalyze business growth through accurate datasets for data-driven decision-making.
- Designed, developed, and automated drill-through visualizations using Tableau and reports to convey Financial and Marketing KPIs, Sales team performance, and Operational metrics to provide visibility to stakeholders reducing report generation time and saving around more than 1000 man-hours quarterly.
- Spearheaded the development of predictive analytics models in Tableau, contributing to a 20% improvement in forecasting accuracy for decision-making.
- Introduced an alert system in Tableau, reducing response time to critical metrics deviations, and reinforcing the commitment to data integrity & patient care.
- Directed cross-functional teams in implementing a data warehouse, attaining a 25% boost in data accessibility for timely and stakeholder insights.
- Leveraged NLP LDA Model to effectively analyze customer feedback for actionable insights, enhancing our customer satisfaction strategies.

Business Data Analyst, EXL Service   **Sep'21 - Jan'23**

- Utilized Azure Data Factory to orchestrate intricate data workflows, ensuring seamless data processing. Implemented a comprehensive ETL solution, realizing a substantial 30% improvement in data consolidation efficiency.
- Supervised a project achieving a noteworthy 25% reduction in claims processing times through advanced analytics and automation, enhancing overall operational efficiency. Led the migration of on-premises data infrastructure to Azure Cloud, resulting in significantly enhanced scalability and performance.
- Led the development of predictive models, achieving a notable 15% increase in claims approval accuracy by streamlining the processing pipeline through effective machine learning algorithms.
- Oversaw ad-hoc data analysis and database management for 500K+ insurance members and assigned PCPs, optimizing accuracy for targeted initiatives.
- Designed and managed real-time Tableau dashboards for monitoring the company's online platform performance, proactively identifying, and resolving anomalies to ensure a seamless user experience.
- Accomplished a 90% reduction in manual data handling and visualization efforts by automating SQL queries, expediting data processing for senior management, and fostering data-informed decisions at scale.
- Created and maintained data financial reports and documentation, SOPs, and meeting notes with the clients using the confluence page and company's project tracker.

Research and Data Analyst, U.S. Department of State, Northeastern University   Apr'21 - Jul'21
- Leveraged advanced Excel and SQL skills to extract, clean, and analyze UN political affairs data, creating interactive graphs for various departments. Generated meaningful insights used by the UN for policy formulation.
- Developed recommendations and presented a Tableau dashboard to the UN department, contributing to efficient US policymaking, specifically addressing emerging needs such as women's empowerment and children's welfare.

Business Analyst, Valiosaa, Atmosteps Worldwide, India   Mar'17 - Aug'19
- Streamlined performance of 50+ reports through query optimization and ETL (Extract, Transform, and Load) processes, introducing new financial metrics for lost sales and customer retention in e-commerce, resulting in a comprehensive understanding of business performance within the online retail environment.
- Executed impactful A/B tests, resulting in a 20% increase in conversion rates and contributing to the refinement of marketing strategies.
- Improved media utilization and pricing strategies for e-commerce through in-house statistical modeling in R, focusing on online consumer behavior and trends. Additionally, created Tableau dashboards for visualization, specifically highlighting key performance indicators relevant to ecommerce operations.
- Analyzed operations, suggested data-driven improvements with ETL and supply chain optimizations, and performed strategies to decrease returns. The outcome: a 25% revenue increase, 20% sales boost, and notable reduction in returns, showcasing comprehensive operational enhancement.
- Collaborated with the marketing team and organized marketing campaigns based on data insights, recommended cost-effective vendors, resulting in a 15% reduction in shipping costs, and established preferred vendors for future bids.
- Contributed to business development solutions, and problem-solving including the formulation of B2B business models and participation in strategic planning.

Project Manager, Mystery Rooms, India   Aug'15 - Feb'17
- Supervised a team of 4 members executing agile methodologies and Jira for project management, developed a scope of work for project planning and implementation, built project timelines, and assigned tasks to team members, resulting in a 15% improvement in project delivery timelines.
- Designed a Risk Management dashboard (Quantitative and Qualitative analysis) to display the KPI Matrix, risk mitigation, and planning insights to improve the company's risk management capabilities and help identify impending risks as future opportunities using our team's new strategies.
- Streamlined communication between internal IT teams and local development managers throughout the entire Software Development Life Cycle (SDLC).
- Collaborated seamlessly with a multidisciplinary team comprising marketing analysts, data engineers, data scientists, and product managers. This collaborative effort supported marketing strategy formulation and decision-making across a diverse array of marketing tactics.

EDUCATION
Master of Science in Project Management, Northeastern University, Boston, MA   Sep'19 - Jul'21
Concentration in Data Analytics; GPA 3.75
Courses: Introduction to Analytics, Probability Theory & Statistics, Data Mining, Intermediate Analytics, Data Warehousing & SQL, Business Intelligence tools
Bachelor of Architecture, **MBS School of Planning and Architecture, Delhi, India**   Jul'10 - Aug'15