Sushma Reddy Vutla

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EXPERIENCE

Data Analyst Intern | Spesh Talent | TX   **Aug 2024 - Dec 2024**

- Collected, cleaned, and integrated large datasets from multiple sources using **Python (Pandas, NumPy)**, and **SQL** improving data completeness and accuracy by **15%.**
- Conducted **exploratory data analysis (EDA)** and applied statistical techniques to identify trends, patterns, and anomalies, enabling data-driven decision-making.
- Designed and maintained **interactive dashboards** in **Power BI**, consolidating KPIs and metrics into accessible, real-time reports that reduced reporting time by 30%.
- Collaborated with cross-functional teams in **Agile workflows (Jira)** to translate business requirements into actionable data solutions.

Software Engineer - Client: AXA UK | Cognizant Technology solutions | India   **Mar 2021 - Jun 2023**

- Delivered **L2/L3 application support and enhancements** for 12+ enterprise systems, achieving 99.9% uptime through proactive monitoring, incident resolution, and ITIL-aligned change management.
- Developed and optimized **Java & Spring Boot microservices, REST/SOAP APIs,** and **SQL queries**, improving system stability and reducing report generation time by 30%.
- Automated **deployment validations, reporting, and patching tasks** using SQL and Unix shell scripting, reducing manual effort by 20% and improving process consistency.
- Led **security compliance initiatives** including JAR upgrades, SSL certificate renewals, and Pentest/DR readiness, reducing vulnerabilities by 30% and ensuring regulatory alignment.
- Collaborated with cross-functional teams (QA, Infrastructure, Product Vendors) to deliver secure, stable releases for critical policy, claims, and customer portal applications.

Data Analyst | HRH NEXT Services | India   **May 2020 - Feb 2021**

- Consolidated and cleaned large datasets from CRM, call center dashboards, and speech analytics tools using SQL and Excel, reducing reconciliation time by 20%.
- Built **interactive Power BI dashboards** tracking SLA adherence, customer sentiment, and agent performance, improving operational decision-making speed.
- Conducted **trend analysis** to identify peak call volume times and escalation triggers, reducing average handling time by 12%.
- Partnered with quality assurance and operations to implement **data-driven process changes** for improved customer satisfaction.

SKILLS

- **Programming & Data Tools:** SQL, R, Python
- **Data Visualization & BI:** Tableau, Power BI, Excel, Looker studio(familiar)
- **Cloud & Big Data:** AWS, Hadoop
- **Analytics & Statistical Methods:** A/B Testing, (RCTs), Regression Model, Regression Analysis, Covariate Adjustment (VIF)
- **Modeling & Performance:** Marketing KPIs (ROAS, CTR, CAC), Decision Trees, Neural Networks, KPI Optimization

EDUCATION

The University of Texas at Dallas - Naveen Jindal School of Management   Aug 2023 - May 2025
Master of Science in Business Analytics and Artificial Intelligence   GPA: 3.72

PROJECTS

📌 **Practical Experience - Causal Analytics & A/B Testing**   Jan 2024 - May 2024

Designed and executed **A/B tests** and **RCTs** for marketing campaigns (Vungle Ads, Uber Express POOL, BIT, Behavior Change for Good) to evaluate **ROAS, CTR, CAC** and measure treatment effects.

- **AWS Data Lakehouse for Real-Time Analytics -** Automated AWS ETL pipeline and built Quick Sight dashboards.
- **Courier Delivery Optimization** - Designed **MySQL database** and **Tableau dashboards** to monitor operations; applied **optimization algorithms** for courier allocation, reducing delivery time by 15% and improving resource utilization.
- **Truck Fleet Risk Analysis & Visualization** - Analyzed fleet datasets with Hadoop, Spark, Hive; built 15+ live Tableau dashboards to detect anomalies and high-risk patterns, aligning with false positive reduction in screening systems.
- **COVID-19 Analytics & Insights** - Analyzed and created interactive **Tableau** dashboards to visualize trends and support targeted public health recommendations.