

**EDUCATION**

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

Graduation: May 2024

*Bachelor of Business Administration*

Major: Management Information Systems

- Relevant Courses: Scripting for Data Science, Web App Development, Cloud Architecture, UX Design

**ACTIVITIES**ASSOCIATION FOR INFORMATION SYSTEMS | *Member*

Sept 2022 – Present

**SKILLS**

- SQL | AWS | NoSQL | Python | Tableau | HTML | CSS | JavaScript | Java | C# | Microsoft Excel
- Languages: Advanced Hindi and Punjabi; Basic French, German and Greek

**EXPERIENCE**

ACCOLADE, INC.

June 2023 – Present

*Operations Analyst Intern* | Plymouth Meeting, PA

- Worked with Amazon Redshift and PostgreSQL to perform 50+ SQL queries.
- Conducted deep-dive data analysis on over 300,000 patient interactions, identifying key patterns and trends essential for medical team's strategic planning.
- Discovered a recurring trend in call methods that led to unsuccessful calls 72% of the time, prompting immediate process review and improvement.
- Employed AWS Data Visualization tools to create 6 presentations with data-driven insights; communicated presentations to a team of 41 medical professionals.
- Authored a comprehensive proposal regarding the company's use of an AI product to better understand patient needs and, in turn, improve patient engagement.

INFINITY TECH, INC.

May 2022 – Aug 2022

*Data Analysis Intern* | Wilmington, DE

- Contributed to customer segmentation models in Jupyter Notebooks using clustering to facilitate targeted marketing efforts and increase conversion rates.
- Performed data scraping and data cleansing on over 15,000 records across multiple data types to identify quality issues and improve accuracy in reports.
- Created data visualization dashboards using Tableau to foster accessibility for stakeholders.
- Assisted in the creation of machine learning models to predict customer turnover and improve data governance, achieving an accuracy rate of 88%.

ATTORNEY GENERAL'S OFFICE OF MASSACHUSETTS

June 2021 – Dec 2021

*Nonlegal Advocate* | Boston, MA

- Provided dedicated nonlegal aid to 200+ victims of unfair and/or deceptive business practices, employing verbal and written communication skills to mediate with corporate executives.
- Utilized in-house software applications to ensure accurate and standardized data input and record casework for 35+ lawyers and legal assistants.
- Led weekly meetings to highlight key performance indicators (KPI's) using recorded data and gave administrative support during the meetings.