

UDDESHYA RAJ

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EDUCATION

BABSON COLLEGE, F.W. OLIN GRADUATE SCHOOL OF BUSINESS, Wellesley, MA August 2024 - December 2025
M.S. in Business Analytics Candidate (STEM) | Relevant Coursework: Machine Learning & Data Science: Supervised & Unsupervised Learning, Regression Models, Clustering | Programming: Python & R for Data Analysis, Automation, API Integration | Storytelling & Communication with Data: Dashboard Creation, Data Visualization, Storytelling | Econometrics: Regression Analysis, Hypothesis Testing, Time Series Modeling | Marketing Analytics (Python & SAS): Customer Segmentation, A/B Testing, Marketing Mix Modeling

SAVITRIBAI PHULE PUNE UNIVERSITY, Pune, India July 2018 - April 2022
Bachelor of Engineering - BE, Mechanical Engineering
GPA: 9.04/10.00

PROJECT

Business Analytics Field Project (Babson College), Wellesley, MA January 2025 - May 2025

- Consulting project: Applying data analytics, predictive modeling, and visualization for a real-world business challenge.
- Data preprocessing (Feb 2025): Cleaning data, conducting EDA, and performing feature selection.
- Predictive modeling (Mar 2025): Built machine learning/statistical models to generate insights.
- Dashboard development (Apr 2025): Designed R Shiny dashboard for interactive data visualization.
- Final presentation (May 2025): Delivered strategic recommendations to client and faculty.

EXPERIENCE

Quantiphi Inc (An award-winning AI-first digital engineering company), Mumbai, India January 2022 - March 2024
Business Analyst

- Managed a team of over 30 members, supervising project management elements on Jira to ensure execution and delivery of the 7 Virtual Agent implementation with a 92% Intent Match Rate for a Fortune 500 U.S. financial services organization
- Implemented 10 innovative KPIs to optimize BigQuery dashboard performance, driving workflow enhancements and broader utilization, resulting in a 52% improvement in containment rates
- Utilized Google Cloud's Contact Center AI to analyze and address top 30 reasons for inbound customer inquiries, introducing 50 strategic KPIs, improving contact center performance and operational efficiency
- Minimized user requests by 5% by reducing live agent transfers & call abandonments via VA retraining on Dialog flow CX
- Crafted an incubator-grade Conversational AI Virtual Agent on Dialog flow ES with simulated interviewing conversations on for two universities under a global education provider
- Replaced need for client role-playing actors by empowering 7000 students to refine skills in a realistic and controlled environment by featuring 158 and 145 intents, boosting 100% accessibility and 100% cost-effectiveness
- Supervised cross-functional Agile teams using Jira, managing two parallel projects for a global healthcare education provider, delivering 15 key deliverables with teams of 12 and 10 members
- Utilized Google Cloud's generative AI capabilities to identify over 400 call drivers and enhance contact center performance for a medical equipment manufacturer
- Led UI development using Figma for an U.S. state Department of Health's web application, strategically leveraging ability to analyze client's existing applications and skillfully integrate analogous concepts into the UI mockups for project
- Acknowledged from both Google and client, as reflected in positive CSAT survey feedback with a score of 95%, underscores impact of UX/UI skills on application's deployment and continued active usage

PROFESSIONAL CERTIFICATIONS

Professional Scrum Master I - Scrum.org	July 2025
Google Cloud Certified - Cloud Digital Leader	November 2022
Amazon Web Services Certified Solutions Architect - Associate	November 2022
Google Cloud Certified - Associate Cloud Engineer	July 2022
Google Data Analytics Professional Certificate - Specialization comprising 8 courses constructed by Google	July 2022
Python Professional Certificate - Specialization comprising 5 courses developed by the University of Michigan	March 2022

TECHNICAL SKILLS

Tools: Google Cloud Platform, AWS, Vertex AI, Tableau, PowerBI, SAS, Looker Studio, MySQL, MSSQL, MS Office Suite, Google Suite
Programming: Python (NumPy, Pandas, Matplotlib, Scikit-learn, Seaborn), SQL
Data Operations: Data Retrieval, Database Management, Business Intelligence, Data Analytics, Data Visualization
Project Management: Consulting, Agile & Waterfall, Scrum, Project Life Cycle & Delivery, GitHub, JIRA, Azure DevOps, Asana