

ANIKET JAIN

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EDUCATION

UCLA Anderson School of Management | MS Business Analytics | Los Angeles, CA, USA Nov 2017 – Dec 2018

Key Coursework: Customer Analytics, Competition Analytics, Operations Analytics, Data Management, Optimization

Indian Institute of Technology (Bombay) | Master of Management | Mumbai, India Jul 2011 – Apr 2013

Key Coursework: Consumer Behavior, Services Management, Management Information and Control Systems

Maharishi Dayanand University | Bachelor of Technology | Faridabad, India Aug 2004 – Apr 2008

TECHNICAL SKILLS

Software/Tools: R, Python (Numpy, Pandas, Sklearn, Matplotlib, Statsmodels), SQL, Julia, C/C++, Tableau, QlikSense

Skills: Machine Learning, Deep Learning, Reinforcement Learning, Neural Networks, Regression, Classification, Clustering, Principal Component Analysis, Natural Language Processing, Hypothesis Testing, A/B Testing, Time-Series Analysis

PROFESSIONAL EXPERIENCE

Data Science Intern | The City of Los Angeles, Controller's Office | Los Angeles, USA Jul 2018 – Sep 2018

- Predicted **probability** and time to retire for The City of LA employees using **SQL** and **Python** to facilitate retirement planning.
- Designed a **database schema** consisting of *50+ tables* and built **dynamic dashboards** for funding and spending on various 'Homelessness Initiatives' using **Socrata**.
- Recommended **best practices** to maintain accuracy and consistency of data and efficiently utilize it for analytics.

L&T Infrastructure Finance Company Limited | Data Analyst | Mumbai, India May 2013 – Nov 2017

- Analyzed **churn rate** in **R** and recommended customer **retentions measures** leading to additional revenue of *~\$1M*.
- Performed various in-depth data analysis using **SQL** and **R** to facilitate **strategic decision making** for management.
- Developed a **prediction model** in **R** to estimate **probability of default** leading to reduction in costs by *~1.5M*.
- Built **trend analysis** models to monitor organization's profit across sectors and products to guide strategic planning.
- **Optimized performance** by unifying 3 loan management systems resulting in reduction in reporting from *5 days to 2 days*.
- **Automated** loan modifications' approval process leading to improvement in turn-around time by over *70%*.
- Conducted business requirement and **feasibility** analysis for various analytical projects leading to **resource optimization**.
- Designed *10+ dashboards* on Tableau and QlikSense to provide **actionable insights** to stakeholders and management.
- Established and implemented **KPIs** to measure teams' performance and effective adoption of best practices across teams.

Tata Consultancy Services Limited | Business Analyst | Gurgaon, India Sep 2008 – Jun 2011

- Liaised with client to gather **business requirements** and translate them into technical specifications and design models.
- Used **SQL** to query database to analyze **web traffic** and determine most visited pages and most common requests.
- Increased defect resolution rate by *~100%* by simplifying processes and introducing systematic defect logging systems.
- Analyzed the most visited sections of webpages using **heat-maps** to optimize the design and **increase web traffic**.

ANALYTICS PROJECTS

Measuring Incremental Revenue by Enhancing Engagement | Capstone Project | Choice Hotels Jul 2018 - Dec 2018

- Predict the incremental revenue attributable to customer engagement activities when customer is not staying at Choice.
- Use SQL to combine data from *~15 tables* to generate transaction level predictions on length and purpose of stay.

Predicting Insurance Renewal Probability | Online Data Hackathon | McKinsey & Company Jul 2018

- Used data of *~80K clients* to train **classification** model in python to predict insurance renewal probability with 95% accuracy.
- **Optimized** hour-based incentive distribution system to the agents to **increase net revenue** from insurance renewals.

Customer Lifetime Value and Cohort Analysis | Voluntary Project | Provenance Digital May 2018 - Jun 2018

- Implemented **Pareto/NBD, BG/NBD and BG/BB** models in R to compute **CLV** and predict sales over next 5 years.
- Classified customers into monthly **cohorts** to establish **trends and patterns** in repeat transactions and resulting revenue.

Impact of Human Capital Metrics on Organizational Performance | Academic Project | HCMI Jan 2018 – Mar 2018

- Assessed the impact of improvement in Human Capital Metrics on the performance of organizations using R and Tableau.
- Developed a fixed-effects linear regression model to predict stock price based on spend on Human Capital Metrics.

ANALYTICS CERTIFICATIONS AND ONLINE COURSES

- **Machine Learning A-Z:** Hands on Data Science training in R and Python – Udemy.com
- **Deep Learning A-Z:** Hands on Artificial Neural Networks – Udemy.com