

# Mohit Jain

jain07.mohit2000@gmail.com | 206-670-5923 | www.mohitjain.info | linkedin.com/in/mohitjain2000/

## EXPERIENCE

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- Microsoft** | *Business Intelligence Analyst – Product (Contract)* | Redmond, WA Apr 2023 – Sep 2024
- Leveraged advanced data analytics to extract insights on partner lifecycle and product usage for 26,000+ IT partners and 1.3M+ customers, enhancing the tenant management web application
  - Collaborated with Product Managers to define KPIs and OKRs, translating them into actionable queries and a dynamic performance dashboard
  - Informed on product roadmap and operational efficiency by delivering reports on user engagement, partner retention, B2B subscription sales, marketing performance, and A/B testing on new features
  - Developed and maintained Power BI dashboards, optimizing data visualization, managing data migration, and identifying anomalies
  - Engineered complex queries to integrate telemetry data from diverse sources, clean API logs, and apply business logic using DAX formulas and expressions, ensuring data accuracy and relevance
- Amazon** | *Business Analyst – Customer Experience (Contract)* | Seattle, WA Sep 2022 – Apr 2023
- Reduced reporting time from 2 weeks to 9 minutes by automating statistical analyses of Amazon's global business activities using Python and VBA
  - Converted customer trends into business insights, enhancing customer experience for Amazon Retail, Groceries, and Advertisements by 3.2%, 6.3%, and 16.9%, respectively, between Q3 and Q4 of 2022
  - Built a time-series analysis dashboard to monitor Net Promoter Score (NPS) and Customer Satisfaction Attributes (CSATs), guiding short- and long-term business decisions
  - Led a 2 analyst to build a Quality Assurance (QA) framework to ensure reporting accuracy
- Fiverr** | *Data Analyst – Provider Network Operations* | Remote, WA Jun 2022 – Oct 2022
- Designed and updated SSRS and Tableau reports for a health insurance client, focusing on network operations
  - Improved query performance by 25% by optimizing joins, creating indexes, and minimizing use of sub-queries to meet business needs
- ARS Associates** | *Data Analyst - Marketing* | Remote, India Oct 2020 – Aug 2021
- Developed and deployed Power BI data models and reports, enabling clients to discern market trends, competition dynamics, and customer behaviors
  - Leveraged SQL stored procedures, triggers, and views to streamline cross-unit data aggregation

## EDUCATION & CERTIFICATIONS

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- University of Washington** | *Bachelor of Science in HCDE & DS* | Seattle, WA GPA: 3.75/4.0
- Overview: A program in Human Centered Design Engineering and Data Science; minor in mathematics;
- Certifications:** Microsoft – Power BI Data Analyst Associate; Udemy – The Advanced SQL Server Masterclass for Data Analysis

## PROJECTS

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- **New York City Airbnb Dashboard** – Created a tableau report that analyzing market trends and enabling hosts to optimize pricing strategies on various factors influencing neighborhood, availability, and more
- **Carvana A/B Testing of new search feature** – Evaluated the impact of the new search feature on user engagement and conversion using t-test and chi-square test to determine feature rollout
- **Loan Safety using Decision Tress** – Engineered a machine learning classification model using random forest algorithm that predicts whether a loan is likely to default

## SKILLS

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- **Product Management:** A/B Testing, User Research, Product Strategy, Roadmap Planning, Agile/Scrum
- **BI Tools:** Power BI, Tableau, Looker, MS Excel, SSRS
- **Programming Languages:** SQL, Python (Pandas, NumPy, scikit-learn, TensorFlow, Matplotlib), R, Java, VBA
- **Big Data Tools:** PySpark, Hadoop, Hive, Kafka, Airflow, Snowflake, MongoDB, Azure Data Factory
- **Statistical Techniques:** Regression, Predictive Modelling, Hypothesis Testing, Machine Learning
- **Design:** Figma, Adobe Creative Cloud (Illustrator, Photoshop, XD)
- **Others:** Git, Jupyter Notebooks, Linux, MS Office, Jira, Asana, Workfront, Visio, AWS, Azure