

# Dhaval Shah | Data Analyst

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## SUMMARY

Results-driven **Data Analyst & Data Engineer** with over **7 years** of experience in **data analysis, business intelligence, Data Engineering and reporting** across **finance, healthcare, and government** sectors. Skilled in **translating complex data into actionable insights**, improving operational efficiency, and supporting strategic **decision-making**.

## TECHNICAL SKILLS

**Languages:** Python, C, C++, Java, Scala

**Databases:** SQL, PostgreSQL, MySQL, Oracle, DB2, MongoDB, Cassandra, Snowflake, Redshift, Teradata

**Data Engineering:** Apache Airflow, PySpark, Databricks, AWS (S3, EC2, MWAA, CloudWatch), Google Cloud (BigQuery, Data Fusion), ETL Pipelines, Informatica, Talend, Alteryx, dbt

**Data Analysis Tools:** Excel, Tableau Desktop, Tableau Server, Power BI, Looker, SAS, R, Python (Pandas, NumPy, Matplotlib, Seaborn)

**Big Data Frameworks:** Apache Spark, Hadoop, Kafka, Databricks C

**Cloud Platforms:** AWS (S3, Redshift, Glue), Azure (Data Factory, Synapse), Google Cloud Platform (BigQuery, Dataflow)

**BI Tools & Version Control:** Tableau Desktop, Tableau Server, SSRS, Git, GitHub, GitLab

**Scripting:** Shell, PowerShell Collaboration

**Tools:** Trello, Slack, Jira, Confluence Operating Systems: Linux, Windows, OS X

## PROFESSIONAL EXPERIENCE

### Data Analyst | Synchrony Financial | TX

Dec 2024 - Current

- Designed and optimized **SQL queries** to extract and analyze large-scale **financial datasets**, improving data processing efficiency by **40%** and supporting **risk assessment** and **fraud detection**.
- Developed interactive dashboards in **Power BI/Tableau**, providing leadership with real-time insights into credit risk, customer spending patterns, and portfolio performance.
- Built predictive models using **Python (scikit-learn, pandas)** to forecast customer delinquency and credit defaults, reducing **bad debt losses** by **15%**.
- Automated **ETL processes** and **data pipelines**, ensuring **seamless data flow** between operational and analytical systems, reducing manual effort by **50%**.
- Conducted **A/B testing** and **statistical analysis** to evaluate the impact of **credit promotions** and **marketing campaigns**, leading to a **20% increase** in customer engagement and loan conversions.

### Tableau/PGSQL Developer | Deloitte | Client: State of Colorado | CO

Apr 2022 – Nov 2024

- Developed and optimized **high-performance PGSQL functions** to improve database efficiency, ensuring seamless execution of **batch jobs** and reducing system downtime.
- Designed and deployed interactive **Tableau dashboards**, integrating **live** and **extract databases** to support data-driven decision-making for **state** and government clients.
- Optimized **complex PGSQL queries** and **data models**, leveraging indexing, partitioning, and **query tuning** strategies to improve performance by **40%** and enhance system efficiency.
- Automated **ETL workflows and data ingestion** using Apache Airflow, PySpark, and Google Cloud Data Fusion, reducing data processing time by **30%**.
- Integrated structured and unstructured data from multiple sources into **Google BigQuery** and **cloud-based data lakes**, enabling unified reporting and scalable analytics.
- Implemented **advanced Tableau features** such as **LOD expressions, dynamic parameters, context filters, and calculated fields** to enhance data visualization and analysis.
- Automated reporting workflows and scheduled data refresh cycles using Tableau Prep and ETL tools, reducing manual reporting efforts by **60%**.
- Conducted query execution plan analysis and performance tuning, optimizing indexing strategies to **reduce SQL execution time by 25%**.
- Developed complex ad-hoc PGSQL queries for real-time data analysis and reporting, providing actionable insights to business stakeholders.
- Ensured data governance and compliance, implementing **role-based access controls, data validation, and regulatory alignment** to maintain data integrity and security.
- Provided in-depth Tableau training and workshops for business users and analysts, **increasing adoption of self-service analytics** across teams.
- Collaborated with cross-functional teams, centralizing data from disparate systems to improve data quality and **reduce manual processing time by 60%**.

**Data Engineer | ConsultAdd Inc. | Client: Cigna Health Care | NY** **Dec 2020 – Mar 2022**

- Designed and developed **scalable ETL pipelines** using **Python, Apache Airflow, and AWS**, automating data workflows for seamless extraction, transformation, and integration across **cloud and on-premise environments**.
- Engineered **high-performance data processing solutions** with **PySpark and Databricks**, enabling both real-time and batch transformations for large-scale **healthcare datasets**, significantly enhancing data availability and analytics efficiency.
- Optimized **ETL workflows** by integrating **AWS services (S3, Lambda, and Glue) and Databricks**, reducing data processing time and improving ingestion reliability by **30%**.
- Built **cloud-native data pipelines** using Python and Apache Airflow, ensuring high availability, fault tolerance, and scalability, while reducing operational overhead.
- Partnered with data scientists, analysts, and engineers to develop and deploy **advanced data transformation strategies** that enhanced performance, compliance, and interoperability with healthcare data regulations.
- Automated data ingestion and transformation workflows, minimizing **manual intervention** and improving **data consistency, accuracy**, and processing efficiency across distributed environments.
- Continuously monitored, optimized, and troubleshoot data pipelines, implementing best practices for **data governance, security, and compliance** in a highly regulated **healthcare industry**.

**Data Support Engineer | ConsultAdd Inc. | Client: T. Rowe Price | Baltimore, MD** **Oct 2018 – Dec 2020**

- Administered and optimized **SQL Server databases** using **SQL Server Management Studio (SSMS)**, implementing performance tuning strategies to enhance query execution speed, optimize indexing, and improve **database reliability**.
- Developed and refined **SSRS reports**, improving **data visualization** and reporting accuracy for **key stakeholders**, enabling better business intelligence and data-driven decision-making.
- Conducted in-depth database performance monitoring, proactively identifying bottlenecks, **optimizing queries**, and resolving **system inefficiencies**, resulting in improved **data processing speeds** and **system reliability**.
- Led **database migrations** and **system upgrades**, ensuring a seamless transition with **zero downtime**, while maintaining data integrity, security, and accessibility during infrastructure enhancements.
- Implemented **robust backup** and **disaster recovery solutions**, safeguarding terabytes of critical business data, reducing recovery times, and ensuring business continuity in case of system failures.
- Automated manual database maintenance tasks, reducing operational overhead and increasing efficiency, allowing the team to focus on **strategic data initiatives**.
- Collaborated with developers, **business analysts**, and **IT teams**, troubleshooting complex database issues, **optimizing workflows**, and delivering **data-driven solutions** aligned with business objectives.

**Junior Data Analyst | Humana | Fremont, CA** **Jul 2017 – May 2018**

- Developed and optimized **complex SQL queries** to extract, transform, and analyze large datasets, significantly enhancing **ETL process efficiency** and data-driven decision-making.
- Designed, built, and maintained **interactive Tableau dashboards**, collaborating with business users to provide clear, insightful **data visualizations** aligned with organizational objectives.
- Conducted **data validation and discrepancy resolution**, identifying inconsistencies and implementing corrective actions to improve **data integrity and reporting accuracy**.
- Partnered with **cross-functional teams** to gather **reporting requirements**, translating business needs into **scalable, data-driven solutions**.
- Improved **SQL query performance** by optimizing **data extraction** and **transformation processes**, reducing query execution time and **increasing system efficiency**.

## EDUCATION

**Master of IT Management** **Mar 2020**

Campbellsville University - Campbellsville, KY

**Master of Science: Computer Science** **Jun 2017**

Silicon Valley University - San Jose,

**Bachelor of Engineering in Computer Science** **May 2014**

Ganpat University - Gujarat