PRAGYA AGRAWAL
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PROFESSIONAL SUMMARY

Data Analyst with 3+ years of experience in transforming complex datasets into actionable insights. Proficient in designing and implementing data pipelines, leveraging advanced analytical & visualization tools to drive data-driven decision-making. Expertise in solving technical challenges & delivering innovative solutions that optimize business performance. Strong interpersonal skills enable effective collaboration with both technical and non-technical stakeholders.

EDUCATION

University Of Texas At Dallas| Masters in Information Technology Management| Dallas — Jan 2024-Dec 2025

KIIT University (Orissa)| Bachelors in Information Technology| India — Jul 2014-Apr 2018

SKILLS

Programming & Scripting Languages	SQL(MySQL), Jupyter, GoogleColab, Tableau, R, Python(Panda, NumPy, Scikit, Matplotlib,os)
DevOps Tools	Jenkins, Git(GitHub), Kubernetes, Docker, Ansible, AWS, Linux, Terraform
Other Competencies	Descriptive & Inferential statistics, Hypothesis Testing, A/B Testing, ML,Hadoop,Hive

PROFESSIONAL EXPERIENCES

Data Analyst, Ericsson Global Pvt Ltd, India — **July 2019-Jun 2022**

- Ingested, cleaned & transformed telecom network data from S3 to MySQL using PySpark to help data science team in building ML Algorithm

- Restructured legacy database & implemented data governance using SQL, improved efficiency, data accuracy & team productivity by 27%

- Applied AWS S3 & Redshift for scalable & cost-effective data storage, enabling seamless access to large datasets for analytics reporting

- Automated 30+ reports using MySQL & Python, saved 20 hours weekly by eliminating manual process ensuring error free reports & insights

- Build dashboards using MySQL & Tableau to monitor quality & reliability KPIs for B2B customers, reducing service-related complaints by 20%

- Conducted A/B testing & model evaluation to optimize ML algorithm, achieved 80% accuracy to predict network failure & customer churn

- Presented customer engagements insights & recommendations to stakeholders which influenced strategic initiatives & business growth

DevOps Engineer, Ericsson Global Pvt Ltd,India — **Jun 2018-Jun 2019**

- Configured container deployment using Docker to create environment specific images to streamline workflow across 4 development stages

- Built Jenkins based CI/CD pipeline for testing, deployment of telecom applications that reduced deployment time & production issues by 40%

- Implemented SonarQube to analyze code quality, compliance issues & identify security vulnerabilities, enhanced code integrity & security

- Automated EC2 provisioning by Terraform for consistent configurations & scalable resources to handle higher traffic during seasonal surges

- Redesigned a monolithic application into 10+ microservices by Kubernetes to optimize load distribution, improved resource utilization by 35%

- Trained 5 team members on Git workflows, CI/CD practices which improved deployment efficiency & reduced integration issues by 20%

- Automated server provisioning & deployments of servers by Ansible playbooks, cutting setup time by 60% & improved deployment reliability

- Automated Zabbix alerts to resolve system performance issues like database errors, high CPU usage, reduced incident response time by 40%

CERTIFICATIONS

- AWS Solution Architect-Associate (SAA-C03) | Dec 2024- Dec 2027

- Certified as Kubernetes Administrator (CKA) | Oct 2023- Oct 2026

RELEVANT PROJECTS

Relational Database Design and Analysis on NBA Games

- Designed relational database for NBA game, built a normalized SQL schema & optimized queries to analyze player outcomes

- Integrated data by Python for automated ingestion & implemented data integrity constraints to maintain accurate entity relationships

School Performance Analysis (Pre & Post COVID)

- Analyzed Texas School data (2018-2022) by Python to identify trends & created tableau dashboard to reveal COVID impact on funding

- Designed predictive model to forecast budget need & enrollment changes enabling proactive resource allocation & strategic planning for school