# Kiran Ranganalli

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Portfolio / LinkedIn / GitHub

## EDUCATION

**San Francisco State University** — **Jan. 2023 - Dec. 2024**
*Master of Science, Business Analytics* - GPA: 3.7/4.0
*Coursework: Data Mining, Advanced Statistical Methods, Data Modeling, Predictive Analytics, Business Intelligence, Machine Learning*

**VNR Vignana Jyothi Institute of Technology** — **July 2016 - Dec. 2020**
*Bachelor of Technology* - GPA: 8.2/10.0

## WORK EXPERIENCE

**DeliveredKorea -** *Business Analyst Intern (San Francisco)* — **Aug. 2024 – Dec. 2024**
- Analyzed customer and order data using **SQL (PostgreSQL, dbt)** and **Python (Pandas, Jupyter Notebooks)** to uncover that **2% of users generated 90% of revenue**, leading to refined targeting strategies that **boosted revenue by 20%**
- Designed **interactive Power BI dashboards** for real-time monitoring of KPIs (retention, churn, campaign performance, inventory) used in weekly GTM meetings, cutting reporting turnaround time by 40%
- Conducted **A/B testing** on loyalty campaigns using **Python (Scipy, Statsmodels)** and presented results in Power BI, reversing a **10% drop in retention** and increasing repeat purchases by **17%**
- Investigated **user funnel drop-offs and engagement metrics** using **Google Analytics and Amplitude**, identifying UX bottlenecks that, once optimized, led to a **12% lift in conversion rate**
- Partnered with **marketing teams** to deliver data-driven insights, optimizing targeted campaigns and i**ncreasing sales by 18%** through strategic decision-making and **stakeholder presentation**

**Capgemini -** *Data Analyst __* — **April. 2021 – Jan. 2023**
- Conducted **claims trend and fraud analysis** using SQL window functions in **Redshift**, identifying patterns that **cut false payouts by 12%** and enhanced compliance oversight
- Conducted **root cause analysis** on claims processing delays using SQL (window functions) in **Amazon Redshift**, surfacing operational bottlenecks that accelerated resolution rates by **15%**
- Developed scalable **ETL pipelines** for 150GB+ daily insurance claims data using **AWS Glue (PySpark)** and **Apache Airflow**, reducing runtime by **35%** and improving pipeline stability
- Configured **row-level security (RLS)** in Power BI and enabled **S3 encryption access** policies for secure Redshift ingestion pipelines, ensuring GDPR compliance and audit traceability
- Standardized KPIs across underwriting, claims, and fraud units; established a **centralized reporting model** adopted by 3+ departments, improving metric alignment and stakeholder trust
- Partnered with policy teams to gather **reporting requirements**; built wireframes in Power BI, and drove **User Acceptance Testing (UAT)** for new dashboards using feedback cycles in Agile sprints

**Capgemini -** *Analyst A4* — **Jan. 2020 – April. 2021**
- Built interactive **Power BI dashboards** using DAX, M Query, and partitioned refresh; improved load time by **50%** and reduced manual reporting by **40%** across finance and compliance teams.
- Enabled **self-service analytics** by creating parameterized Power BI dashboards on Redshift datasets, empowering business teams and reducing **ad-hoc** queries by **60%**
- Delivered monthly **executive reporting** and **churn analysis** using Excel and Power BI; identified high-risk regions and behaviors, improving customer retention strategy and lowering churn by **15%**

## RESEARCH

**San Francisco State University -  RAG vs Knowledge Graphs**
- Conducted research comparing **response accuracy and latency** of RAG vs. Knowledge Graph chatbot architectures, achieving a **25% improvement in context relevance** using Document Object Model Graph RAG
- Built **Python-based NLP pipelines** on **AWS SageMaker** using **OpenAI API**, **LangChain**, **vector DBs**, **S3**, and **Athena**, applying semantic search to the **Yelp open dataset (40GB+)** and improving query speed by **20%**

## TECHNICAL SKILLS

- **Certifications:** AWS Certified Data Engineer (DEA-C01) (Link), Google Data Analytics Professional Certificate (Link)
- **Languages & Databases:** SQL, Python, R, Microsoft SQL Server, PostgreSQL, NoSQL, MongoDB, DynamoDB, Snowflake
- **Data Analytics & BI:** Power BI, Tableau, QuickSight, Looker,  Excel ( VBA, Power Pivots, Array Functions), SAS, SPSS
- **Cloud & Big Data:** AWS (S3, Glue, Kinesis, Athena, Redshift, DynamoDB), Microsoft Azure, Google Cloud Platform (GCP)
- **Data Engineering:** Apache Spark, Apache Airflow, Alteryx Workflows, Hive, Hadoop
- **Machine Learning:** Scikit-Learn, XGBoost, LightGBM, TensorFlow, SHAP, PCA, K-Means Clustering

## TECHNICAL PROJECTS

**Yelp Review Intelligence – Generative AI & AWS | GitHub**
- Built a scalable NLP pipeline using AWS (S3, Athena, SageMaker) and OpenAI GPT-3.5 API to auto-generate 100K+ business responses from 40GB+ Yelp review data, applied SQL, Python (Pandas), and prompt engineering to structure data for chatbot integration using RAG

**Cryptocurrency Market Analysis & Insights | GitHub**
- Analyzed 30K+ data points from CoinMarketCap API using Python (Pandas, Seaborn, Scikit-Learn) to uncover trends in market cap, volatility, liquidity, and price stability. Identified top-performing cryptocurrencies, stablecoins, and liquidity risks, delivering actionable insights for investor strategies and market trend forecasting

**Healthcare Data Analytics and Market Research | GitHub**
- Developed a model to optimize hospital efficiency by 25%, analyzing patient flow and staff trends with R and Python for better resource planning and developed data-driven recommendations for resource allocation, optimizing staff scheduling and equipment utilization