ANAND VIDVAT ARZA

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EDUCATION

University of Florida, Warrington College of Business   **May 2024**
Master of Science in Information Systems and Operations Management   Gainesville, FL, USA
Specialization in Data Science, GPA: 3.88/4.0

Vellore Institute of Technology   **June 2019**
Bachelor of Technology in Information Technology   Vellore, TN, India
GPA: 3.77/4.0

PROFESSIONAL EXPERIENCE

UF Information Technology   **May 2023 - May 2024**
Data Analyst   Gainesville, FL, USA
- Automated 95% of data wrangling by building a data pipeline to enrich Salesforce case data with Qualtrics customer satisfaction (CSAT) survey data utilizing Python, Salesforce REST APIs & Salesforce object query Language (SOQL),
- Designed dashboards & dataflow in Analytics Studio in Salesforce CRM to visualize duplicate cases across divisions
- Led adaptation of Power BI & devised interactive dashboards to analyse month-on-month growth, based on customer sentiment and Net Promoter Score (NPS) as KPIs, optimizing reporting efficiency by 70%

HP Inc.   **August 2019 - August 2022**
Data Engineer   Bangalore, KA, India
- Built & maintained over 45 Extract, Transform, Load (ETL) pipelines, processing daily around 2 Terabytes of data, with Python, Apache Spark, SQL, and Databricks within the AWS cloud utilizing S3, Redshift, IAM, and EC2 services
- Implemented over 30 Data Ingestion services with shell scripts & crontab in Linux system to pull data from various data sources (Oracle SQL Server, MS SQL Server, Vertica, SFTP servers, FTP servers, Snowflake) and push to AWS S3
- Collaborated with data scientists to enrich printer telemetry data with enterprise data (sales, customer registration, subscription, CRM) to craft customer profiles for over 10 million users of HP Instant Ink service
- Automated pipeline orchestration with Apache Airflow and custom Airflow Sensors hosted on Docker and AWS Elastic Kubernetes service to auto-trigger for new updates in data lakes, enhancing operational efficiency by 95%
- Engineered Continuous Integration/Continuous Delivery (CI/CD) process for integration testing and deployment of software packages into databricks leveraging Jenkins, GitHub, and AWS lambda, improving pipeline reliability by 50%
- Optimized codebase by 70% through data wrangling framework in PySpark, Delta Lake with Azure DevOps for CI/CD and managed Infrastructure through Terraform for AWS with version control in GitHub

HP Inc.   **January 2019 - July 2019**
Software Engineer Intern   Bangalore, KA, India
- Developed a microservice to capture a Linux system's CPU, memory, disk, and network bandwidth statistics at process and user-level granularity using TypeScript, JavaScript, and Node.js with Redis as data store
- Designed RESTful APIs & tested with Postman to query statistics captured by microservice in worker nodes within a cluster, it is leveraged by over 400 firmware developers for testing build artifact performance

TECHNICAL SKILLS

Programming Languages: Python, R, TypeScript, JavaScript, Scala, Java, C++, Shell scripting
Certifications: AWS Certified Solutions Architect Associate, Databricks Certified Data Engineer Associate
Frameworks: Apache Spark, Apache Kafka, Apache Hadoop, Apache Airflow, MLFlow
Database Management: SQL (Oracle, MS SQL, Vertica, Snowflake, AWS Redshift, GCP BigQuery), NoSQL (MongoDB)
Tools & Technologies: AWS (EC2, RDS, Redshift, Lambda, S3, IAM, SES), Microsoft Azure (App Service, Blob Storage, Azure DevOps, Data Factory), Databricks, Docker, Kubernetes, Terraform, Node.js, Microsoft Excel, Delta Lake, Git,Microsoft Power BI, Tableau, Looker, GitHub

PROJECTS

Analyst on Demand| python, openai, llama_index, fastapi | GitHub   **Spring 2024**
- Developed a chatbot to provide a Question-Answer interface for Tesla's 10K filings for FY2023
- The model uses Retrieval Augmented Generation (RAG) with OpenAI gpt-3.5 turbo as large language model (LLM) in backend

AWARDS & HONORS

- Academic Excellence ISOM Directors' Award, Fall 2023, Warrington College of Business at University of Florida