SHILPA BHATIA

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| Senior Programmer and Analyst |

**Professional Summary**

Experienced developer and analyst with 15 years of software experience in Data Analysis, Design, Development, Programming, Customizations, Implementation, Production Support, and Testing of PeopleSoft CRM, Financials, and HR and Payroll applications. Proficient in SQL and PeopleCode. Completed Applied Data Science Program Certification at MIT Professional Education, showcasing strong analytical, statistical, and programming skills. Passionate about data and seeking to apply strong business acumen, Python & SQL skills, statistical knowledge to drive strategic vision, deliver data-driven solutions and make a difference.

**Accomplishments**

* Won the Hackathon at MIT Professional Education's Applied Data Science Program, achieving 95.96% accuracy in predicting customer experience for Shinkansen Bullet Train using a team-based approach among eighty participating teams.
* Won the Business Proposal Competition at BJs Wholesale Club in 2019, collaborating with a team to analyze data and develop a successful business plan presented to the company leadership team.
* Received Star Award in the year 2008 for contribution to the ITEC Project in IBM.
* Ranked First in School in the 10th Grade (Last Year of Secondary/High School).

**Skills**

* **Programming Languages**: Python, SQL
* **Machine Learning**: Supervised and unsupervised learning, regression, classification, clustering, segmentation strategies, feature selection, predictive modeling, model evaluation, performance metrics.
* **Statistical Analysis**: Hypothesis testing, inferential statistics, time series analysis and forecasting
* **Data Visualization**: matplotlib, seaborn
* **Data Cleaning and Manipulation**: Pandas, Numpy, scikit-learn libraries, exploratory data analysis and data preprocessing, feature engineering
* **Data Modeling/Algorithms**: Linear regression, decision trees, random forests, recommendation systems
* **Deep Learning**: TensorFlow, Keras, artificial neural networks (ANN), convolutional neural networks (CNN)
* **Tools**: Jupyter Notebook, Google Colab
* **Database Skills**: Oracle 11g, 10g, 9i, IBM DB2
* **PeopleSoft Skills**: PeopleCode, SQR, PeopleTools, PeopleSoft Security, Application Engine, Component Interface.
* **Other Tools/Skills**: GitHub, Microsoft Office, SharePoint, Aldon, JIRA, Autosys, Control-M, Visual Basic, C, C++, Perl

**Work History**

MIT Research Project Since May 2023

Data Analyst

Working on a Project with large dataset around 25 TB of data, involving Python programming language and single-cell transcriptomics atlas for COVID-19 patients. This work has the potential to inform the development of more effective treatments and vaccines against the disease.

BJs Wholesale Club, MA, USA Apr 2009 to Jun 2020

Senior Application Development Analyst

* Collaborated with HR and Payroll stakeholders to deliver customizations and upgrades, including HR, Benefits, Compensation, and Payroll Interface modules and providing comprehensive in-depth data-driven analysis and generated insights to meet business needs. Programmed various interfaces, reports and integrations with ADP, Kronos, Everbridge, SharePoint, Mainframe, SAP SuccessFactors, SAAS applications and various other vendors and applications.
* Successfully led the implementation of PeopleSoft Online Access for users, ensuring data security and access control. Expertly analyzed and pulled data using SQL and Excel for streamlining data loading processes.
* Worked closely with Business Users and other teams showcasing excellent communication, presentation and customer service skills while collecting requirements and translating them into user friendly data output/reports.
* Led various technology projects by being a subject matter expert while guiding and coaching contractors to create exceptional development output.

IBM, Bangalore, India Feb 2007 to May 2008

System Engineer

As a Financial Account Receivables module lead, conducted analysis, design, development, customizations, testing, and production support for PeopleSoft Financial solutions for IBM Client, ITEC, USA, and worked on other financial modules onsite in Chicago.

Hexaware Technologies, Mumbai, India Nov 2005 to Jan 2007

Software Engineer

As a techno-functional consultant at AXA Ariba (AXA, USA), successfully analyzed, processed data, converted functional requirements to technical specifications, and developed inbound/outbound interfaces using SQL and SQR for seamless data transfer and data reporting, delivering results with minimal guidance.

K.J. Somaiya College of Engineering, Mumbai India Oct 2004 to Nov 2005

Lecturer

Educated and supported the first- and second-year engineering students on engineering subjects, and Computer Programming (C++). Demonstrated effective communication skills in explaining complex concepts to students.

Mphasis Software & Services Nov 2003 to Sep 2004

Software Engineer

Participated in Design, Development, Testing, Documentation, proof of concepts activities, and ETL. Developed ETL process that extracted data from the CRM Product Processors and propagated to the Data Staging Area, where it was then transformed and cleaned before loading it into Database.

**Education and Certification**

**Applied Data Science Program** Nov 2022 - Feb 2023

**MIT Professional Education**

**Bachelors in engineering**: Electronics 1999 - 2003

**University of Mumbai** - Mumbai

**Website, Portfolio, Profiles**

* <https://eportfolio.mygreatlearning.com/shilpa-bhatia>
* <https://github.com/shilpsbhatia2003/shilpabhatia.git>