



Dharmendra Agarwal

I solve problems using Data

B.Tech from IIT-BHU & 10 years of experience in Data Science & Analytics.

✉ omaandk@gmail.com

📍 Bangalore, India

🌐 [linkedin.com/in/dharmendra-agarwal](https://www.linkedin.com/in/dharmendra-agarwal)

📞 +918884085794

🌐 www.dharmendraagarwal.com

SKILLS

Core Strengths

Data Analysis & Viz, Machine Learning, Product Management, Team Management

Data Technologies

SQL, R, Python, BigQuery, Spark, Hive, Tableau, Power BI, Google Data Studio, Looker

WORK EXPERIENCE

Senior Data Scientist

PayPal

09/2021 - Present

Bangalore

Achievements/Tasks

- Designed a holistic combined reporting system for **Global Financial Crime** program helping in faster decision making for 5 different teams (**150+ daily audience**)
- Driving **cross functional collaboration** efforts between program intelligence, product development, forecasting team and leadership.
- Prepared a investigator performance scorecard framework for Compliance Investigation program to help effectively analyze individual performance for **10+ teams with 1000+ investigators**.
- Developed an analytical framework to pinpoint opportunities for **automation and efficiency** for entire CI ecosystem.
- Continuously monitoring **AB testing results** for different initiatives (10+ monthly) highlighting the impact to help org in further feature implementation.
- Maintained and enhanced the **demand forecasting model** to help the leaders effectively optimize the headcounts required for different programs.

Lead Data Scientist

Loyalty Consulting (Clients Managed : HP Inc, Sleep Number Corp, The Face Shop, Springfield)

05/2017 - 09/2021

Bangalore

Achievements/Tasks

- Facilitated the client drive app active users from **38% to 49%** by customer analytics and multi channel targeted segmentation.
- Optimized product features by consistent A/B testing and user retention analytics resulting in **15% lift** in the feature engagement and enriched user experience.
- Built a recommender system for an e-commerce platform with **86% efficiency** on test data and 73% efficiency in production.
- Consumed advanced analytics models/frameworks such as ARIMA, K-NN, Collaborative Filtering, NLP, Decision Tree, Tensorflow & Neural Nets across various business consulting projects.
- Designed effective CRM strategy for a major retailer resulting in **~ 30K new app downloads**, **~ 20% better campaign ROI** and **20% increase in loyalty customers**.
- Analyzed & communicated the key themes from customer reviews resulting in **boosting average app store ratings by ~0.5 pts**.



WORK EXPERIENCE

Manager, BI

Ruptub Solution Pvt. Ltd. (Treebo)

03/2016 - 03/2017

Bangalore

Achievements/Tasks

- Automated & streamlined business reporting system(10+ Reports) resulting in the faster analytical insights and better decision making.
- Prevented the **revenue leakage by 6%** by optimizing and designing analytical framework for no shows/cancellations at last minute.
- Devised an effective pricing strategy for the product portfolio as per booking funnel, location, competition and market research resulting in 10% higher ARR and better occupancy.
- Collaborated with different lead stakeholders (5+ teams) in cross functional teams to ensure higher ARR & better portfolio occupancy.

Business Analyst

Analytics Quotient Pvt Ltd

11/2014 - 02/2016

Bangalore

Achievements/Tasks

- Scraped millions of reviews and performed sentiment analysis for a European cruise line client resulting in 25% more happy customers for the subsequent quarter.
- Built & implemented financial model & simulator to envision 2020 key strategy for the major retail client in US.
- Contributed to survey analytics & reporting for one of the world's largest beverage company.



EDUCATION

B.Tech

IIT Varanasi

05/2010 - 05/2014

GPA: 8.29