

Rakshanda Hedawoo

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CAREER SUMMARY

Data Analyst with 3+ years of experience in finance, healthcare and entertainment industries, driving data-driven decision-making and improving operational efficiency. Skilled in SQL, Tableau, Python, Storytelling and cross-functional collaboration. Built a predictive model to rank patients by attrition risk, enabling case managers to prioritize high-risk cases and increase their productivity by **20%**.

EDUCATION

University of Maryland, Robert H. Smith School of Business
Master of Science, Information Systems, GPA 3.91

College Park, MD, USA
August 2023 - December 2024

University of Mumbai, Vidyalkar Institute of Technology
Bachelor of Engineering, Information Technology, GPA 3.73

Mumbai, MH, India
August 2016 – October 2020

SKILLS

Data Analysis & Visualization tools: Tableau, Power BI, Looker, MS-Excel (VLOOKUP, Pivot), BigQuery, GCP.
Database Management Systems: Microsoft SQL Server, Oracle, PostgreSQL, NoSQL, MongoDB, Neo4j.
Programming Languages: Python (NumPy, Pandas, SciPy, Matplotlib, PySpark), R (dplyr, tidyr, plotly, shiny, caret, forecast), JAVA.
Project Management Tools: JIRA, Azure Boards, Microsoft Office Suite, Google Workspace, Git.
Machine Learning Algorithms: Supervised Learning, Unsupervised Learning, Hypothesis Testing, Casual Inferences.

WORK EXPERIENCE

National Football League Players Association (NFLPA)
Information Systems Intern

Washington, DC, USA
October 2024 – Present

- Automated vendor-spend analytics by building a live Power BI dashboard (Azure SQL + Dynamics 365), giving procurement real-time visibility and helping negotiate 10 % deeper discounts.
- Optimized 30 + T-SQL queries in Azure SQL, slashing average run time 40 % and enabling same-day delivery of ad-hoc player reports to executives.
- Cleansed & reconciled 50k + player records (royalties, injuries, memberships, credited seasons, severances) in Dynamics 365, boosting data accuracy to 99.8 % and ensuring on time royalty payments.
- Designed a player-partner matching engine (Power BI + DAX) for Players Inc that cut the matchmaking cycle from 1 week to 10 minutes and freed 90 % of staff time.
- Published an engagement-tracking dashboard in Microsoft Fabric for the Former Players Department, surfacing outreach gaps and raising contact rates with inactive players 25 % in the first month.
- Defined organization-wide KPIs with program managers and finance, launching self-service scorecards that shortened quarterly decision cycles 50 %.
- Presented data stories and dashboard walk-throughs to VPs and non-technical stakeholders, translating complex analyses into clear actions adopted across three departments.

Curanostics
Data Analyst

College Park, MD, USA
May 2024 – July 2024

- Parsed & normalized unstructured FHIR / HL7 JSON for 10K+ patient encounters (surgeries, insurance, meds, allergies, vaccinations, provider notes), converting it to an analytics-ready schema in Python and cutting downstream prep time by 60 %.
- Unified siloed healthcare data by building an ETL framework (Metriport APIs + EMR extracts) that cleansed and harmonized 1 M + records, raising data integrity 25 % and unlocking cross-patient analytics.
- Prototyped interactive clinical dashboards in Next.js (React + D3) that stream real-time vitals and lab trends; increased user engagement by 30 % and reduced physicians' time-to-insight from hours to minutes.
- Fine-tuned MED-specific large language models with de-identified notes, boosting diagnostic-prediction F1 scores 20 % while maintaining full HIPAA compliance.
- Authored data-storytelling playbooks and presented findings to clinicians & C-suite, translating complex model outputs into clear treatment recommendations adopted in pilot programs.

LTIMindtree
Technical Analyst

Mumbai, MH, India
August 2020 – May 2023

- Analyzed policyholder behavior using SQL and Python, identifying critical churn indicators and contributing to a 15% improvement in retention through targeted interventions.
- Pulled policy, claim, and call-center feeds into SQL Server via SSIS, then surfaced the data through Tableau and SSRS so operations, finance, and product teams could see the same numbers in one place.

- Re-tuned the busiest stored procedures and cleaned up ad-hoc SQL; routine reports that used to hang now finish while the customer is still on the call, giving agents quick answers.
- Turned data into plain-language stories, pairing Excel summaries with live Tableau walk-throughs so non-technical stakeholders could fold the insights into quarterly planning.
- Led requirement-gathering sessions with product, operations, and finance teams, translating ambiguous needs into clear analytical roadmaps for long-term scalability.

PROJECT EXPERIENCE

Enhanced Case Manager System – Fresenius Medical Care

- Developed a machine learning model to predict patient attrition, enabling case managers to prioritize high-risk cases and improve retention by 20%.
- Designed and deployed a Case Manager App on Anvil, integrating real-time data and actionable recommendations, reducing case management time by 15%.

The AI Effect ([Tableau](#))

- Developed an AI adoption and job market analysis dashboard using Tableau, featuring interactive visualizations like tree maps and bar charts to highlight AI's impact on job roles, industries, and salaries.
- Created over 10 calculated fields and utilized parameters and filters to enhance interactivity, allowing users to explore AI automation risks, skill demands, and high-growth job opportunities.