

# Dhruv Dhingra

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## PROFESSIONAL SUMMARY

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Recent UMass Amherst graduate with a dual degree in Operations & Information Management and Managerial Economics. Currently working on the Google AI Essentials certification. Comfortable working across business operations, process improvement, and data analysis, with hands-on project experience in Python, R, SQL and BI tools including Power BI and Tableau. Actively looking for Business Analyst roles.

## EDUCATION

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University of Massachusetts, Amherst, MA, May 2026

**Dual Degree:** BA in Operations & Information Management, BSc in Managerial Economics | **GPA:** 3.6

**Relevant Coursework:** Business Applications of Python, Machine Learning in Business, AI in Economics, Business Intelligence and Analytics

## EXPERIENCE

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TransUnion – Business Operations Intern

(Chicago, June 2025 – August 2025)

- Consulted with product owners and cross-functional stakeholders to review, prioritize, and close outdated enhancement tickets in Salesforce, **reducing the backlog by 30%** and improving visibility for multiple teams.
- Led a user access policies review project: audited over **150 permissions** across multiple platforms, documented current access, and recommended policy updates that **improved compliance and reduced excess access**.
- Collaborated on a D&B account matching initiative, cleaning and standardizing account data to improve mapping accuracy and reduce duplicate accounts, resulting in more **reliable reporting for downstream analytics**.
- Coordinated an **enablement codes project** by tracking distribution, usage, and expiration to ensure correct provisioning and accurate customer account records.

Isenberg Insurance Academy – Junior Analyst

(Amherst, September 2024-May 2026)

- Developed a Capstone project analyzing loss ratio trends across auto, home, and commercial segments; built a predictive model in Python to **forecast claims frequency** for a simulated \$2M policy portfolio.
- Completed **4+ Python courses** on Data Camp, accumulating **30+ hours** of training in data manipulation and visualization using Pandas, NumPy, and Matplotlib.
- Cultivated a network of 8+ industry contacts through engagements with Liberty Mutual, Travelers, Arbella Insurance, and The Hanover Group.

Konsultera Solutions Pvt Ltd – Summer Intern

(Mumbai, June 2024-August 2024)

- Designed **process flow** automation for credit report dispute resolution, streamlining a multi-step manual workflow.
- Conducted competitive analysis (**SWOT**) on **five** leading Konsultera rivals to inform strategic positioning.
- Researched and proposed **three Agent AI team structures** (Product Management, Customer Onboarding, Loan Processing & Credit Scoring) for integration into Konsultera's in-house AI platform.

## PROJECTS

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AI's Impact on the Business Intelligence Industry

- Conducted an independent lifecycle analysis of the **\$38B** global BI market, benchmarking U.S. maturity against international growth projected to hit **\$56-63B by 2030**. Evaluated indicators like firm entry, profitability, and R&D intensity to classify each market's stage.
- Synthesized data from IBISWorld, Gartner, and McKinsey to model AI's disruption of BI market concentration. Quantified how the top 10 vendors now control **62.5%** of global share amid deals like Salesforce's **\$15.7B Tableau acquisition**.
- Analyzed AI-driven labor shifts, including data scientist roles growing **36% versus a 4% national average**. Delivered a formal report translating these findings into a personal skills development plan.

Sports Culture & Student Engagement Dashboard

- Architected and deployed a production-grade R Shiny analytics platform processing **1,400+ behavioral records**, using sport type, peer influence, and intensity as the top predictive drivers of student engagement.
- Built a complete end-to-end data pipeline using ingestion, statistical modeling, and interactive visualization, using R, bslib, and ggplot2, then shipped it as a **live, publicly accessible web app**.
- Distinguished surface-level engagement (avg. score of **0.55**) from deeper cultural adoption (**52% adoption rate**) as two separate outcome tracks. Found that high-engagement students don't necessarily convert into long-term adopters, a distinction with direct implications for how institutions design sports programming.

## SKILLS & CERTIFICATIONS

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- Certifications: Introduction to Python, Intermediate Python, Data Manipulation with Pandas, Introduction to Data Visualization with Seaborn, Introduction to Statistics in Python
- Microsoft: Excel, PowerPoint, Word, Access, Collab
- Coding & BI Tools: SQL, Python, VBA, R, Alteryx, Power BI, Tableau, JMP Pro, SAP Analytics Cloud, Excel Analytics Solver