



SAI PRATHEEK BANDA

SENIOR DATA & ANALYTICS ENGINEER | DATA PLATFORMS | APPLIED AI |
CLOUD AUTOMATION

Charlotte, NC

4693804214

saipbanda@gmail.com

saiprattheekbanda.com

linkedin.com/in/saiprattheekbanda/

SUMMARY

Data & Analytics Engineer focused on enterprise data platforms, operational intelligence, and AI-driven applications in global supply chain and customer operations. Experienced in building Azure-based data ecosystems, developing KPI products for business leadership, and automating manual processes. Bridges data engineering, analytics, and applied machine learning to deliver systems that improve efficiency, reduce costs, and enable better decisions.

WORK EXPERIENCE

MAERSK

1/2021 - CURRENT

Analytics Engineer II

- Architected Azure Databricks & Delta Lake data models processing 10M+ operational records monthly, consolidating fragmented data into a centralized KPI platform used across CX and operations teams.
- Engineered end-to-end pipelines for Case TAT, and Responsiveness metrics, enabling standardized performance tracking across 5+ business products.
- Led Azure SQL to PostgreSQL migration for analytics workloads, supporting ~30% infrastructure cost optimization and improved scalability.
- Developed the *Customer Temperature* AI application using NLP topic clustering and sentiment analysis, transforming thousands of unstructured customer comments per month into actionable insight datasets.
- Built cross-system automation integrating Workday, SharePoint, APIs, and data lake processes, eliminating manual workflows and saving ~15–20 hours/week of operational effort.
- Designed performance-optimized pipelines using partitioning, incremental logic, and deduplication strategies, reducing pipeline runtimes by ~25% for high-volume datasets.
- Contributed to deployment of a Superset-based analytics portal supporting web-based BI for multi-team data access beyond traditional Power BI environments.
- Created reusable KPI logic frameworks adopted across teams, improving metric consistency and reporting trust for operational leadership.

MAERSK

12/2020 - 12/2021

Data Analyst

- Developed operational dashboards tracking CSAT and case performance, supporting weekly and monthly performance reviews for service leadership.
- Analyzed service data covering thousands of customer cases per week, identifying trends, bottlenecks, and performance gaps for CX operations teams.
- Translated business requirements into KPI definitions and reporting logic, improving metric clarity and alignment across multiple service functions.
- Performed data cleansing, validation, and transformation across reporting datasets, ensuring accuracy of performance metrics used in leadership reviews.
- Partnered with CX and operations stakeholders to deliver insight reports and ad-hoc analyses, supporting continuous improvement initiatives.
- Maintained Power BI datasets and reporting pipelines used by multiple service teams for ongoing performance monitoring.

AMERICAN COLLEGE OF EMERGENCY PHYSICIANS

01/2020 - 05/2020

Data Analyst Intern

- Developed a data automation pipeline using REST APIs to manage PM KPIs in Asana, reducing manual reporting effort by ~40 hours per month.

- Designed and built an ETL pipeline that generated visual KPI reports for multiple project managers, improving visibility into project performance and delivery timelines.
- Collaborated with the data science team on data cleaning and variable selection from 30M+ rows of HPI data, enabling analysis that identified practice patterns to support improvements in quality and payment policy decisions.

NISUM

08/2017 - 06/2018

Associate Software Engineer -Business Intelligence

- Designed, implemented, and maintained data pipelines integrating multiple source systems into Azure Data Warehouse, delivering reliable, business-critical datasets using Python, ETL processes, and Azure services in an Agile environment.
- Developed real-time Power BI dashboards that transformed complex datasets into accessible visual insights, improving stakeholder visibility into operational and performance metrics.
- Presented a proof of concept for an ETL pipeline solution to a client, demonstrating technical feasibility and contributing to successful project acquisition.

EDUCATION

TRINE UNIVERSITY

08/2023 - 12/2025

Masters in Business Administration

Focused on data-driven decision-making, operations strategy, and applying analytics to solve business problems.

THE UNIVERSITY OF TEXAS AT DALLAS

08/2018 - 05/2020

Master of Science-Business Analytics







Built strong foundations in statistical analysis, data modeling, and translating data insights into business impact.

MAHATMA GANDHI INSTITUTE OF TECHNOLOGY

Bachelor of Technology - Computer Science

Developed core expertise in programming, algorithms, databases, and systems thinking.

SKILLS

ANALYTICS ENGINEERING & KPI SYSTEMS	 <p>Building business-ready data products, KPI frameworks, and performance measurement systems.</p>	PROGRAMMING (PYTHON, PYSPARK, SQL)	 <p>Developing data transformations, automation scripts, and analytical processing logic.</p>
AI & ADVANCED ANALYTICS	 <p>Applying NLP, clustering, sentiment analysis, and AI workflow orchestration (Dify) to transform unstructured data into actionable insights.</p>	DATABASE SYSTEMS	 <p>Working with PostgreSQL, Azure SQL, and analytical data warehouses.</p>
DATA ENGINEERING & PLATFORMS	 <p>Designing scalable data pipelines, models, and processing frameworks for enterprise analytics.</p>	AUTOMATION & API INTEGRATIONS	 <p>Automating workflows through REST APIs, backend services, and cross-system integrations.</p>

KEY PROJECTS

Customer Temperature AI Platform

AI-enabled customer feedback intelligence system using NLP clustering, sentiment scoring, and interactive exploration.

Team Performance KPI Platform

Centralized KPI data product consolidating case, CSAT, DSAT, and responsiveness metrics for operational leadership.

Org Structure Automation System

Python-based automation syncing Workday hierarchy to enterprise data platforms, supporting multiple downstream dashboards.

Superset Analytics Portal

Next-gen analytics delivery platform enabling scalable, web-based BI beyond traditional tools.

PostgreSQL Migration Initiative

Architectural modernization of data storage layer, improving scalability and reducing cost.