

## SOHINI TOMAR

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Results-driven and analytical professional with over 12+ years of experience across 3 countries, bringing a solid foundation in event management and banking, and expanding expertise in data science, data visualization, machine learning, Python, and SQL. Proven track record in customer service, strategic planning, problem-solving, team collaboration, and an ability to manage competing priorities and tight timelines.

### SKILLS

- **Programming & Tools:** Python, SQL, Beautiful Soup, NumPy, Data Cleaning, GitHub, Lang Chain
- **Data Analysis & Statistics:** Statistical Analysis, Regression Analysis, PCA, NLTK Statistics
- **Machine Learning:** Machine Learning, XG Boost, Scikit-learn, Random Forest, Light GBM, TensorFlow
- **Data Visualization:** Matplotlib, Data Visualization, Flourish

### EXPERIENCE

#### People analytics and operational strategy Intern: Extern

05/26 – 07/26

- **Analyzed** unstructured employee feedback to identify workforce attrition risks, productivity blockers, and key operational pain points within Amazon Fulfillment Centers.
- **Created** segmented cohort profiles using qualitative data analysis and thematic coding to surface role-specific challenges and recommend targeted interventions.
- **Developed** business-ready briefing notes and strategy decks synthesizing frontline insights into actionable operational recommendations

#### Quantitative & Qualitative Insights Intern: Extern

02/26 - 05/26

- **Extracting** meaningful insights for **Beats by Dre** from complex customer datasets using Python and AI tools, supporting data-driven decisions across marketing, product, and strategy teams.
- **Translating** analytical findings into clear, actionable recommendations, strengthening stakeholder alignment and influencing strategic business outcomes.

#### Data Analysis Intern: Victoria Solutions

09/25 -10/25

- **Leveraged data analysis and data-driven decision-making techniques** to clean, process, and visualize data using **SQL, Excel, and Power BI**, delivering actionable insights for business growth.
- **Applied** statistical analysis and predictive modeling to evaluate business performance and market trends, enabling informed strategies and improved operational efficiency.

#### Call Data Analytics and Evaluation Intern: Triple ten

08/25- 09/25

- **Worked** on an Insight 7 AI-driven platform that analyzes customer service calls to extract insights for continuous improvement.
- **Developed data analytics** using Python, matplotlib, seaborn, and plotly express.
- **Collaborated** with the team and generated actionable business reports and future recommendations.

#### Safari Texas Ranch | Senior Event & Catering Manager | Richmond, TX

05/14 - 02/24

- **Promoted** to a leadership role, where strategic initiatives boosted margins and revenue by 70%.
- **Repeat bookings increased** by **80%** through niche market development and client retention strategies.
- **Managed** 350+ high-profile events annually with a **95% satisfaction rate** and up to **5,000 attendees**.
- **Adjusted** logistics, contracts, and staffing to streamline execution and reduce costs.
- **Improved** marketing ROI by **40%** through trend analysis and refined promotional tactics.

#### TD Canada Bank, Edmonton/ HDFC Bank, Kolkata | Retail Banking

05/08 – 04/12

- **Drove** sales and operations with a focus on customer acquisition and retention.
- **Ensured** exceptional customer service while maintaining compliance and security protocols.
- **Leveraged** client account data to develop strategies that enhanced portfolio growth.

### EDUCATION

**Triple Ten** | Data Science Professional Training Program

07/24- 04/25

**AICTE** | master's in business Administration (MBA)

05/06- 03/08

**WBU Tech** | bachelor's in business administration (BBA)

07/03 -05/06