

SKILLS

Product Management & Business Operations: Product Roadmapping, Product Lifecycle Management, Customer Discovery, Requirements Gathering, Backlog Prioritization, Agile Methodologies, Jira, GTM Strategy, KPI Development, Performance Analytics, Stakeholder Management, Strategic Planning, Financial Planning & Forecasting, Capital Planning

Data Analytics & Engineering: SQL (Advanced), Python (Pandas, NumPy, PySpark), Databricks/Spark SQL, Teradata, SSMS, Tableau, Microsoft Excel, Smartsheet, QGIS, ArcGIS, ETL/ELT Processes

Artificial Intelligence & Data Strategy: Generative AI/LLM Use-Case Evaluation, Prompt Engineering, Semantic Layer, Master Data Management, Data Governance, Process Automation

Leadership & Cross-Functional Collaboration: Executive Communication, Process Improvement, Strategic Decision-Making, Cross-Functional Team Leadership, Vendor & Stakeholder Engagement

WORK EXPERIENCE

COMCAST	Livermore (San Francisco Bay Area), California
Analyst 3, Data Analytics and Business Intelligence	March 2024 - Present

- Engineered SQL, Teradata and Databricks (PySpark) ETL pipelines integrating operational, financial and infrastructure data, reducing processing time by 40% and enabling near real-time reporting.
- Analyzed supply and demand across housing, commercial property and network capacity data using QGIS and ArcGIS to identify underserved markets and prioritize fiber deployment for Comcast's \$4B infrastructure investment.
- Developed forecasting, scenario planning and financial impact models that helped secure \$500M+ in BEAD and FFA federal broadband funding and add 50K+ new customers.
- Advised Finance, Construction, Engineering and Network Planning leaders on capital allocation using predictive and regression models, including revenue-at-risk analysis that improved revenue 8% year over year.
- Automated reporting and project-tracking workflows with Python, Smartsheet and GenAI tools, saving 100+ hours of manual work per month and speeding up leadership decisions.
- Standardized KPI frameworks, executive Tableau dashboards and data governance across 6 regional teams, improving reporting accuracy and consistency for deployment, funding and utilization tracking.

COMCAST	Livermore (San Francisco Bay Area), California
Product Manager (Business Operations & AI)	March 2026 – November 2026

- Owned the product roadmap for DCN Portal, Comcast's data center load-balancing platform used by 500+ application teams, delivering real-time operational insights that improved traffic routing and capacity planning across 5 data centers.
- Defined the Data & AI roadmap for the Comcast Business Virtual Assistant, using LLM-powered conversational AI, semantic search and intent classification to raise query resolution accuracy by 25% and cut data retrieval time by 30%.
- Prioritized 10+ GenAI and NLP use cases by business value, complexity and model performance, weighing accuracy, latency and scalability trade-offs to focus investment on the top 4 initiatives.
- Built business cases and go-to-market strategies for AI-enabled infrastructure solutions, aligning customer value and commercial outcomes with Finance and Operations leadership to support \$10 million in planned investment.
- Partnered with Architecture and Network Operations to define requirements for automation, observability and intelligent alerting, reducing manual intervention by 35% and improving incident response times by 20%.
- Established KPI frameworks, executive dashboards and customer feedback loops with anomaly detection, flagging service risks early and increasing platform adoption by 50% as users moved off the legacy Album tool.

COMCAST	Atlanta, Georgia
Business Analyst Intern	May 2023 – August 2023

- Reduced technical operations site costs by 18% through statistical modeling, inventory analysis and process improvements aligned to SLA performance targets.
- Validated and transformed 10M+records using Databricks, Python, SQL and SSMS, cutting data errors by 25% and improving reporting accuracy.
- Designed Tableau dashboards tracking productivity, inventory efficiency and SLA adherence across 20+ warehouse sites, giving technical and non-technical stakeholders one view of operations.
- Forecasted customer churn and productivity trends with machine learning models, enabling month-over-month monitoring and flagging 10% of at-risk accounts for early action.
- Revamped inventory and SLA reporting with Excel models and automated SQL queries, cutting weekly reporting time by 12 hours and improving SLA compliance by 15% across 20+ warehouse sites.
- Influenced senior operations leadership with data-backed cost and performance recommendations, securing approval for 3 process changes that contributed to the 18% cost reduction.

- Coached 50+ students from non-technical backgrounds in SQL, business analytics and data science, raising their average assessment scores by 35%.
- Facilitated 4 hands-on SQL workshops on writing, debugging and optimizing queries, helping students apply database concepts in 6+ academic projects annually.
- Transformed 100K+ enrollment records with Apache Spark and SSMS to analyze international student trends across Montclair State and 10 other New Jersey institutions.
- Created revenue trend and budget forecasting dashboards with the Data Engineering and Finance teams, supporting enrollment and \$10M+ budget planning decisions.
- Uncovered data sourcing inefficiencies with the analyst community and redesigned reporting workflows, reducing report preparation time by 25%.
- Championed data literacy through analyst training sessions, increasing adoption of self-service reporting by 100+ users.

- Led a team of 6 analysts to design and deploy a pricing and demand optimization engine for Reliance Retail, using regression models and A/B testing to simulate pricing scenarios and drive an 18% increase in sales.
- Modeled price elasticity, demand sensitivity and customer purchase behavior with machine learning, enabling pricing decisions that improved profit margins by 7%.
- Optimized inventory planning across 60+ stores with demand forecasting models, reducing stockouts by 20% and excess inventory by 10%.
- Trained a churn prediction model on 2M+ prepaid subscriber records for the state of Gujarat region, flagging high-risk customers for targeted retention offers that lowered churn among targeted users by 10%.
- Launched weekly Tableau dashboards tracking ARPU, subscriber growth and data usage for Gujarat Region business and finance teams, giving 50+ users one view of plan performance.
- Translated usage and pricing analysis into data pack and tariff recommendations with marketing and finance. 2 recommendations were piloted and lifted ARPU in the target segment by 5%.

EDUCATION

Westcliff University	San Francisco, California
Doctor of Business Administration (AI & Data Analytics)	September 2026
Montclair State University	Montclair, New Jersey
MBA (Data Science & AI)	September 2021 – January 2024
Montclair State University	Montclair, New Jersey
MSc Business Analytics	September 2021 – January 2024
Brunel University	London, United Kingdom
Bachelor of Science (Honors) International Business (Finance)	September 2013 – July 2016

CERTIFICATIONS & AWARDS

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| • Quarter 3 MVP California Region | September 2026 |
| • Comcast Next Level Leadership Program | November 2025 |
| • Quarter 1,2,3 Excellence Club Award for Outstanding Performance | April/July/October 2025 |
| • Citius Altius Fortius Communter Award for Outstanding Performance & Teamwork | February 2025 |