

Sandeep Kumar

Summary		
Seasoned Analytics professional with 9 years of experience delivering actionable insights for leading tech companies. Skilled in managing and mentoring teams of 7-8 analysts over the last 3 years. Expertise in SQL, Python, ML, and Generative AI (LLMs, NLP) . Proven track record of driving measurable business impact by analyzing structured and unstructured data to solve challenges in pricing, risk, fraud, and customer experience across Fintech & e-commerce industry..		
Qualification	Institute	Year
MBA (pursuing)	Indian Institute of Management, Ahmedabad	2024 - 2026
B.Tech (Mech. Eng.)	Vellore Institute of Technology, Vellore	2012 - 2016
XII, CBSE	Vivekanand Mission School, Daudnagar	2012
X, CBSE	DAV Public School, Daudnagar	2010
Work Experience		(9 Years 6 Months)
LatentView Analytics, Chennai		(4 Years 3 Months)
Assistant Manager		October '21 - Present
Led cross-functional analytics initiatives spanning operations, risk, and customer experience, translating complex data into actionable strategies that improved operational efficiency, client satisfaction, and executive decision-making - Built an LLM-powered CSAT Analysis system, surfacing actionable drivers of customer dissatisfaction that shaped strategic policy changes in the UK market leading to more than 10% improvement in CSAT. - Designed and implemented a Seller Risk Framework that mitigated fraud, prevented \$1.2M in annual losses, and enabled faster decision-making through automated Tableau dashboards - Designed a causal inference model using Bayesian Networks and SEM to identify and quantify key drivers of CSAT, creating executive-level visibility into satisfaction levers, and informing strategic actions to improve customer experience. - Build a predictive model (LightGBM) that improved RMSE by 60% across 80%+ cohorts, enhancing revenue forecasting and marketing efficiency		
LatentView Analytics, Chennai		(2 Years 6 Months)
Senior Business Analyst		April '19 - September '21
- Partnered with category and product teams to identify buyer-seller friction points, reducing seller friction by 20%, and improving user satisfaction. - Conducted root cause analysis on revenue leakage and loss metrics, shaping initiatives that improved profitability across key categories. Analyzed complex datasets to identify trends, enhancing decision-making processes across multiple business units		
LatentView Analytics, Chennai		(2 Years 9 Months)
Business Analyst		June '16 - March '19
- Developed merchant performance dashboards in Tableau that enabled executives to track multi-dimensional metrics across revenue, retention, and customer quality. - Analyzed cross-sell and upsell campaign effectiveness, delivering actionable insights that increased marketing ROI by 18%. - Supported pricing optimization models by segmenting low-performing customer cohorts, improving pricing precision, and conversion rates		
Accomplishments and Awards		
Spirit of LatentView – Quarterly Award for delivering high-impact analytics solutions that drove measurable business outcomes. LatentView Encore Award – For outstanding performance and consistent client impact in Q1 '2020.		
Machine Learning – Coursera by Andrew Ng	link	2018
Deep Learning Specialization - Coursera by Andrew Ng	link	2018
Generative AI with LLMs – deeplearning.ai course	link	2025
Agentic AI - deeplearning.ai course	link	2025
Interests / Extra-Curriculars		
Disciplinary Committee Member for Riviera (VIT Vellore) cultural fest for two years, supporting event governance and crowd management. NSS volunteer involved in college-led tree plantation and sustainability initiatives.		