

Shubhankar Pinge

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Summary

Results-driven Data Analytics Lead (6+ yrs) delivering organizational success via reporting automation and scalable process implementation. Proficient in SQL & Python, translating business needs into impactful solutions. Spearheaded initiatives making My Spectrum App #1 rated, engineered ETL pipelines saving 1,000+ annual hours, and automated Excel & Tableau dashboards saving 300+ hours per Program Manager. Passionate about applying AI solutions to enhance system adoption, automate workflows, and drive impactful operational improvements.

Professional Experience

Charter Communications

Denver, CO

Program Analytics & Reporting Lead (Business Enablement) | Sep 2021 - Present

- Led the initiative to make **My Spectrum App the #1 rated telecom support app** by creating forecasting models, optimizing survey effectiveness and performing sentiment analysis on reviews.
- Led design & implementation of a recruiting analytics framework with cross-organizational adoption.
- Engineered an ETL pipeline for app metrics **saving 1,000+ hrs annually** on manual data collection.
- Automated Excel dashboards using PowerQuery **saving 300+ hrs annually** per Program Manager.
- Served as SME for program reporting (JIRA, Nexus, etc.), establishing data governance, documentation standards, conducting audits, and scalable reporting frameworks.
- Created JIRA-integrated Power Apps dashboards for real-time project/outcome tracking, improving program management and providing story point progress (currently unavailable via Jira).
- Influenced organizational outcomes by leading requirements gathering (executives & development teams) to create net-new reporting processes, delivering data-driven recommendations to senior leadership, and developing automated BI dashboards with actionable insights for key metrics.
- Created headcount forecasts for budget decisions, workforce planning, and seating optimization.

Deloitte Consulting

Denver, CO

Project Delivery Analyst | Mar 2020 – Sep 2021

- Analyzed large datasets for customer experience insights, informing system/process improvements.
- Created tool demos and training materials for customer acquisition.
- Developed an **offensive lineman ranking metric for the NY Giants** using NFL Next Gen data on AWS.
- Improved data quality and accuracy via enhancements to VoC classification model & data tagging.

Charter Communications

Denver, CO

Data Analyst (Voice of the Customer) | Jun 2019 – Mar 2020

- Developed **new metric to track the negative impact of defects** on Customer Satisfaction Scores (CSAT).
- Improved the user experience for feedback submission by A/B testing survey variations.
- Developed wireframes and user stories for in-house tools and applications.
- Implemented and evaluated multiple NLP solutions for feedback classification and sentiment analysis.

Selectiva Systems

State College, PA (Remote)

Data Analytics Associate | Mar 2019 – May 2019

Aquantum Solar

State College, PA (Remote)

Engineering Associate | Jun 2018 – Aug 2018

Education

University of the Cumberland

M.S. Information Technology | Aug 2023

Penn State University

B.S. Industrial Engineering | Dec 2018

Academic Experience

Siemens

RFID Personnel Management Capstone Project | Aug 2018 – Dec 2018

- Designing and implementing an RFID Personnel Tracking System within the *Penn State: Learning Factory*.

MCREU Research Scholarship

Decreasing Patient LOS at Outpatient Clinics | Apr 2016 – Aug 2016

- Tackled inefficiencies in outpatient procedures by analyzing causes of high Patient Length of Stay (LOS), developing solutions, and presenting findings at the MCREU Annual Conference.

Undergraduate Research Assistant

Decreasing Patient LOS at Outpatient Clinics | Sep 2015 – May 2016

- Co-authored paper "Investigating Customer Needs for an Information Artifact for Emergency Department Patients" (*Proceedings of Industrial Engineering Research Conference*, May 2016).

Skills

Programming Languages and Frameworks

- Python, SQL, R, MATLAB, HTML/CSS, TypeScript, Angular, React, DAX

Tools

- Tableau, PowerBI, MS Excel, MS Power Apps, Power Automate, AWS (S3, Sagemaker, Athena)

Certifications

- GitHub Foundations
- Lean Six Sigma Green Belt
- Intermediate R (DataCamp)
- SQL – Intermediate (HackerRank)