

CLIVE DOMINIC ANDREWS

+91 9849667334, 9000287334 | clivedandrews@gmail.com | Hyderabad, India | [Profile](#) | [LinkedIn](#) | [GitHub](#)

PROFESSIONAL SUMMARY

An award-winning Business Management, Certified Data Scientist, and Software Development Expert with over 18 years of experience spearheading CRM, risk management, and data analysis operations. Proven leader in developing end-to-end applications, optimizing big data pipelines, and driving technical transitions for global BI teams.

Core Highlights

- Award-Winning Automation:** Received the **2025 Concentrix 3'Vs (Visibility, Velocity, and Value) Performer of the Year** award for data integrity and workflow automation.
 - Reporting Efficiency:** Accelerated data reporting speeds by **50%** utilizing cloud-based automation across BigQuery, Apps Script, and Looker Studio.
 - Anti-Fraud Expertise:** Holds **10+ years** of deep specialization in anti-fraud analysis and successfully migrated legacy SQL queries from Oracle to MySQL.
 - Lifecycle Management:** Expert at managing the full project lifecycle using Jira, directing dev-to-production staging and Change Management Requests (CMR).
-

TECHNICAL SKILLS

- Statistical & Mathematical Foundations:** Probability, Hypothesis Testing, Principal Component Analysis (PCA)
 - Supervised Learning (Classification & Regression):** Simple/Multiple/Logistic Regression, Decision Trees, Random Forest, Gradient Boost, Support Vector Machines (SVM), K-Nearest Neighbors (KNN), Naive Bayes
 - Unsupervised Learning & Pattern Recognition:** Clustering (K-Means, Hierarchical, DBSCAN), Association Rules, Neural Networks
 - Advanced Analytics & Domain Specialization:** Text Mining, Natural Language Processing (NLP), Recommendation Systems, Forecasting
 - Data Engineering & Big Data Frameworks:** BigQuery, Hadoop, NoSQL, MongoDB, Cassandra, UNIX, Shell Scripting, ETL/ELT Pipelines
 - Databases & Structured Querying:** MySQL, Oracle, PL/SQL
 - Business Intelligence & Visualization:** Looker Studio, Power BI, Tableau, Domo, Advanced Excel, Google Sheets (Advanced), Excel VBA Macros, Google Apps Script
 - Programming & Core Development:** Python, JavaScript, JQuery, Perl, Java, CGI, HTML5, CSS3
 - Project Management & Agile Delivery:** Agile, Jira, Kanban, Change Management (CMR), Software Development Life Cycle (SDLC)
-

PROFESSIONAL EXPERIENCE

CONCENTRIX TECHNOLOGIES INDIA PVT. LTD.

Manager – BI and Automation for WaaS (Workforce as a Service) | July 2024 – Present

- High-Performance Data Architecture:** Engineered a centralized, high-performance "Base File" system using Google Apps Script for the Path-To-Health (PTH) initiative, reducing file sizes by 50% and enabling real-time processing for global dashboards.

- **Automated ELT Pipelines:** Built automated Python ELT pipelines to ingest and process massive, non-standard text data files (.txt to .csv conversions and heavy aggregations) that exceeded the processing capacity of traditional spreadsheet tools.
- **Workforce Intelligence Analytics:** Automated data cross-examination between IEX and Capability raw data; deployed Python-driven variance dashboards to ensure 100% data consistency for staffing and forecast monitoring, enabling Strategic Resource Planners (SRPs) to instantly verify and update metrics.
- **Cloud Data Automation:** Architected automated data extraction scripts in Google BigQuery to automatically generate localized .csv files and sync them to shared corporate drives; expertly managed manual fallback extractions for exceptionally large, complex query thresholds.
- **Enterprise Business Intelligence:** Designed and deployed interactive Looker Studio dashboards powered by background Apps Script automation, providing leadership and global operations teams with on-demand visual progress tracking and variance insights.
- **Advanced Cloud Data Integrity:** Developed robust BigQuery validation scripts for the Google Cloud Component (GCC) to guarantee flawless data synchronization between cloud infrastructure and legacy systems, establishing an automated weekly delivery framework for SRP stakeholders.
- **Custom Forensic Analysis:** Conducted deep-dive variance analyses across disparate enterprise tools, including the Capability Tool and Google Cloud data dumps, proactively identifying data gaps and reporting systemic issues to client teams for corrective structural action.

AI VARIANT

Data Analytics & Data Science Internship | July 2022 – January 2024

Business Intelligence & Analytics Projects

- **Cross-Industry Business Intelligence:** Engineered comprehensive, client-facing dashboards and drill-down sub-dashboards for E-Commerce, Banking, and Aviation projects using Tableau, Power BI, Excel, and MySQL.
- **KPI & Metrics Definition:** Collaborated with stakeholders to identify and establish critical Key Performance Indicators (KPIs) tailored to each sector's specific business goals.
- **High-Volume Data Engineering:** Optimized data ingestion in MySQL Workbench, utilizing LOAD DATA scripts to rapidly process large-scale datasets exceeding 56 million records with built-in null value handling.
- **End-to-End ETL Pipelines:** Orchestrated data extraction, loading, and cleaning workflows across multiple platforms:
 - *Power BI & Excel:* Utilized Power Query for advanced data transformation, table merging, and data modeling, leveraging complex DAX formulas to build dynamic calculated fields.
 - *Tableau:* Executed data preparation via Tableau Prep and Desktop, configuring advanced parameters and calculated fields for enhanced visual interactivity.
- **Insights & Client Delivery:** Analyzed dashboard metrics to uncover actionable business trends and successfully presented data-driven findings directly to clients.

Advanced Data Science & Machine Learning Projects

- **Stock Price Forecasting for Infosys:** Evaluated and tested stock prediction performance using both ARIMA and LSTM models; finalized and deployed the superior **LSTM model** as an interactive web application via Streamlit.
- **Classification Project - Liver Disease Prediction:** Developed a highly accurate classification model by benchmarking **Random Forest (RF)** and **XGBoost** algorithms to achieve optimal prediction results, fully deploying the solution using Streamlit.

- **Blackcoffer NLP Project:** Engineered Python text extraction scripts to scrape articles from targeted URLs, performing advanced Natural Language Processing (NLP) and text analysis to compute custom variables based on strict requirements.
- **Clustering - A Customer Personality Analysis:** Conducted unsupervised machine learning to segment client behaviour, finalizing on the **K-Means clustering** algorithm for target predictions and deploying the live solution via Streamlit.

UNITED ONLINE SOFTWARE DEVELOPMENT INDIA PVT. LTD.

Assistant Manager – Customer Relationship Management (CRM) Operations | December 2003 – June 2022

- **Operations Leadership:** Spearheaded CRM operations while consistently exceeding core performance metrics, including SLAs, Quality Assurance (QA), First Contact Resolution (FCR), and the MC Index.
- **Full-Stack Project Management:** Directed cross-functional technical projects, delivering a responsive customer help site, web interfaces for anti-fraud operations, and custom automation scripts using Perl, Java, Python, and Shell to streamline daily reporting.
- **Risk & Support Management:** Managed high-priority operational workflows, encompassing customer escalations, chargeback disputes, anti-spam alerts, and rigorous reviews of abusive or fraudulent Merchant Web Sites (MWS).
- **Team Leadership & Automation:** Led and mentored high-performing teams to implement workflow automation, successfully reducing manual workforce intervention and maximizing overall operational efficiency through targeted performance coaching.
- **Fraud Intelligence & Analytics:** Developed robust fraud prevention systems by extracting, cleaning, and analyzing complex signup data to isolate fraudulent accounts; engineered backend logic with SQL, CGI, Perl, Python, and Excel VBA macros to power real-time dashboards and tracking visuals.

EDUCATION

- **Post Graduate Diploma in Business Management (Marketing & Finance)** | 1998 – 2000
Vignana Jyothi Institute of Management, Hyderabad, India
- **Course on Visual Basic and Oracle 7.3 Data Structures** | 1997 – 1998
LCC and ICS, India
- **Bachelor of Science in Computer Maintenance and Engineering** | 1994 – 1997
Loyola Academy, Old Alwal, Hyderabad, India

PROFESSIONAL CERTIFICATIONS

Certification in Data Science | ExcelR (Reg/Cert No: 15733/EXCELR/08112023)

Certification in Data Analytics | ExcelR (Reg/Cert No: 13600/EXCELR/12052023)

IBM Certification in Machine Learning with Python | (ID: dfc369ac993340a48a1cc81055f46ee8)

IBM Certification in Data Visualization | (ID: 665ecc4920354c36b7363a467b38e260)

IBM Certification in Python 101 for Data Science | (ID: 09d0c636ba754149a8f5501895dc4691)

IBM Certification in Introduction to NoSQL Databases | (Coursera Verification ID: P3T9KDGPGZGPT)

Certification in Agile Leadership: Introduction to Change | (Coursera Verification ID: GUDZMR34JRNE)

Certification in Agile Leader Training | (Coursera Verification ID: 6VP3UYK3K25Z)
