

ANAND SURENDRAN NAIR

Principal Analytics Engineer

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SUMMARY

Principal Analytics Engineer with 10+ years in analytics. Builds **production AI agents** that make changes inside business systems such as Salesforce. Uses tiered LLM automation on **AWS Bedrock and Snowflake Cortex**, with confidence-based routing and human review of uncertain cases. Built on 4 years of production pipeline work in **dbt, Snowflake, and Python**. Owns end-to-end architecture for RevOps, CS, and Sales.

Highlights: 100,000 accounts remediated by CRM data quality agent • 22,000+ accounts served by AI-to-Salesforce pipeline • 10% model accuracy lift • ~95% reduction in manual review

SKILLS

Languages & Tools: SQL, Python, dbt (certified), Snowflake (Cortex Search, Cortex LLM functions, stored procedures), AWS (Bedrock, Glue), BigQuery, Spark/PySpark, n8n, Git/GitHub, CI/CD, Docker, Terraform

BI & Visualization: Tableau, Streamlit, ThoughtSpot

Data Platforms & Integrations: Salesforce, Gong, Kafka, Kestra, GCS, JIRA, Confluence

Techniques: Data modeling (Kimball star schema, medallion architecture), data warehousing, ELT/ETL pipeline design, data quality & testing, data & AI governance, ML feature engineering, GenAI/LLM pipeline integration, retrieval-augmented generation (RAG), AI agent design and orchestration (tiered confidence routing, human-in-the-loop review), KPI standardization, cloud cost optimization

PROFESSIONAL EXPERIENCE

Mimecast North America Inc.

Principal Analytics Engineer, AI & Business Transformation

Jul 2026 - Present | Remote

Senior Analytics Engineer, AI & Business Transformation

Feb 2023 - Jul 2026 | Remote

- Built an **agentic data quality remediation system** (n8n, AWS Bedrock) for Salesforce accounts, opportunities, and quotes. Deterministic rules fix clear problems. Tiered LLM routing handles the rest: Nova Lite classifies, and Nova Pro handles ambiguous cases. The system writes high-confidence fixes to Salesforce and sends the rest to reps. Rep reasoning feeds a learning run that refines the rules. **80% resolved without human review** across a **100,000-account backfill and 500 accounts daily**.
- Led **AI-assisted defect triage** for a Salesforce Revenue Cloud migration. The system searches Jira requirements, past defects, and workaround docs with Snowflake Cortex Search (refreshed by n8n), checks live Salesforce data, and recommends fixes with confidence levels. **60% of recommended fixes were accepted without changes**, and the rest took less development time. A built-in requirements check found the **5% of tickets that contradicted specs**, so no one built them as bug fixes.
- Owned the end-to-end **AI-to-Salesforce pipeline** (dbt, Snowflake, Boomi) for **22,000+ accounts**. It turns expansion and new-business propensity predictions into a self-advancing 4-stage task chain. It uses priority locking, incremental merge logic, and checkpoint detection across multiple sources.
- Built **GenAI pipelines** that send 6+ unstructured sources (Gong, Salesforce cases, NPS surveys, Nektar, Gainsight) through Snowflake Cortex LLM. The pipelines write an automated health summary for each account, **reducing manual CSM review by ~95%**.
- Built CLI tools, scheduled scripts, and self-serve Streamlit apps with **agentic AI workflows** (Claude Code, GitHub Copilot, Anthropic API) and **custom automation**. These tools removed repetitive manual work for the team. Shipped dbt models and Python pipelines at roughly 2x individual throughput.
- Engineered **100+ ML features** from free-text LLM output (AWS Glue) and joined them into the feature store for three scoring models. This contributed to a **10% accuracy lift** in churn, expansion, and new business predictions.

- Built an **initiative-level attribution model** for **45,000+ accounts** (predicted and organic). It connects task progression, lead funnel stages, opportunity lifecycle, and ARR. It attributes results to each propensity model and rolls them up by rep hierarchy.
- Built an **AI-powered prospect intelligence dashboard** (Python, Streamlit, Snowflake) with an LLM-based news service. It shows real-time sales insights across 40+ data fields, **reducing BDR research time by ~75%**.
- Built **revenue expansion automation** in dbt that finds DMARC and Incydr license overages in product telemetry. Daily incremental loads send Slack and Salesforce notifications, which replaced a manual workflow.
- Designed a **modular dbt layer** (staging, intermediate, mart) for Tableau dashboards, ML models, and operational analytics. It serves **200+ users** in CS, Sales, and RevOps.
- Built a **data quality framework** with row-count-drop tests, source freshness checks, Metaplane anomaly monitoring, and CI/CD through GitHub PR reviews. Designed the data standards from the ground up with the Data Engineering team.
- Reduced **Snowflake compute costs** by removing duplicate jobs, filtering LLM tokens, and tuning schedules. Built an AI adoption tracking pipeline for 280 licenses that reads **Anthropic's Compliance API** through a stored procedure on a cron schedule.

PathAI Inc.

BI Data Analyst

May 2022 - Dec 2022 | Boston

- Built scalable **dbt models in Snowflake** that combine transactional data from multiple Laboratory Information Systems. The models showed operational bottlenecks and contributed to a **25% reduction** in tissue sample turnaround time.
- Built an **executive Tableau dashboard** with KPIs from multiple departments. Added automated **data-quality validation tests** at the warehouse level, which made analytical outputs more accurate and trusted.

Bajaj Auto Ltd

Assistant Manager, Business Planning (International Business)

2014 - 2020 | India

- Set up dealership evaluation metrics that led to a **20% increase** in customer satisfaction. Standardized reporting workflows, which cut ad-hoc requests by **70%**. Led cross-departmental performance reviews for senior leadership across 10 departments.

Graduate Trainee Engineer, Management Information Systems

2012 - 2014 | India

- Led a **\$20K BI pilot** (data modeling, dashboard design, deployment) with QlikView and Tableau. Ran a market basket analysis for promotions that **increased sales by 10%**.

EDUCATION

M.S. Business Analytics, University of Cincinnati, Lindner College of Business, 2021 - 2022

B.Tech., National Institute of Technology

CERTIFICATIONS

dbt Developer Certification, dbt Labs

Certificate Programme in Business Analytics, Indian School of Business