Abhishek Dhar

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Summary

Results-focused and proactive in planning end to end operations. Offers advanced abilities in tackling issues impacting team and business success. Open to learn and explore new skills and domains.

Work Experience

Lead - Workforce Management
IKS Health, 03/2017 - Current

- I'm responsible for forecasting staffing needs, managing and analyzing resource requirements, and project progress to ensure that the appropriate resources are in place to meet project needs.
- Responsible for managing staff schedules, identifying and addressing issues with resource allocation, and working with other departments to ensure smooth sailing of operations.
- Actively involved in implementation, onboarding and transition process of new clients.
- Set accurate budgets based on historical data and forecasted trends to keep operations financially sound.
- Joined as an Analyst in 2017, promoted to Snr Analyst in Oct 2019 and then to Lead in April 2023.

Technical Support Representative
Tech Mahindra - 3UK, 11/2011 - 01/2016

- Provided clear and concise step-by-step technical support to guide customers with regards to their network.
- Addressed and resolved SLA issues promptly using an OTRS system.

Dell DOC - Tech Support
Sitel (Now, Foundever), 09/2010 - 09/2011

Shutterly Customer Service
Sutherland, 09/2009 - 09/2010

Skills

- Resource/Capacity Planning
- Core Workforce Management
- MS Excel and VBA
- JavaScript/NodeJS
- Python - Pandas, Numpy, Matplotlib, Seaborn, Scikit-learn
- Data Analysis and Predictive Modeling

Project Highlight: Developed "Ballgorithm" - a machine learning model to predict NBA game results for the 2023-2024 season. Improved prediction accuracy from 28% to 54% over 45 days. Project Repository can be found in https://github.com/ballgorithm. Working on Ballgorithm v2.0 for the 2024-2025 season.

Education

PGDM in Data Analytics
Birla Institute of Management Technology, 2023-2025

Bachelor of Arts: Economics
Bharati Vidyapeeth University, 2023 - SGPA of 8.18 in final semester.