

Arnav Singh Rana

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As a diligent and results-oriented professional with 1.5 years of experience as a System Operations Associate, I've gained hands-on experience in optimizing applications and servers. Now, I'm eager to apply my skills in data analysis, data science, and AI/ML fields, leveraging my technical background to drive innovation and growth in dynamic and data-driven environments.

Experience

● System Operations Associate - Wells Fargo

Dec 2022 - Present

- Led optimization efforts for Microsoft SQL Server, Autosys, ServiceNow, BigPanda, Splunk, and AppDynamics, resulting in enhanced system performance.
- Managed incident resolution, problem analysis, and change processes using ServiceNow, maintaining high service levels and adhering to ITIL standards.
- Collaborated closely with the application team to analyze errors and reduce SLAs, ensuring efficient resolution and minimal impact on operations.
- Proactively monitored and enhanced the performance of vital applications to ensure a seamless user experience.
- Collaborate on Autosys job scheduling, optimizing task execution for efficiency.
- Work on incident, change, and problem tasks in ServiceNow, ensuring efficient resolution and management.
- Utilize BigPanda, Grafana, and Prometheus to monitor and analyze the health of servers and applications.
- Utilized the AMA tool to dry run applications and validate from Microsoft SQL Server.
- Deploy applications on Azure cloud platform, ensuring efficient deployment processes.
- Executed DML queries, ensuring effective data manipulation, and utilized AMA for dry run scenarios to optimize database performance.

Education

● Hemwati Nandan Bahuguna Garhwal University, Uttarakhand, India

2022

- Bachelor of Business Administration in Statistics
- CGPA: 6.2

Skills

Technical Skills:

- Python
- SQL
- Excel
- NumPy
- Pandas
- Seaborn
- Matplotlib
- Plotly
- Streamlit

Soft Skills:

- Communication
- Problem-solving
- Critical thinking
- Adaptability
- Collaboration
- Time management
- Attention to detail
- Teamwork
- Creativity
- Emotional intelligence
- Interpersonal skills

Tools

- Tableau
- ServiceNow
- Autosys
- Grafana
- Splunk
- App Dynamics

Projects

● PBL Metrics Graphical Visualization in Wells Fargo

- Implemented graphical visualization for Project-Based Learning (PBL) metrics.
- Leveraged Python, Streamlit, and Plotly for data processing and visualization
- Utilized Excel as the primary data source for PBL metrics.

● My Digital CV

- Developed an interactive digital CV using Python and Streamlit.
- Showcased skills, work experience, and contact information in a dynamic platform.
- Accessible at: [Arnav Digital CV](#)

● Portfolio Streamlit App

- Created a Streamlit app to showcase personal portfolio, highlighting skills, projects, and experience.
- Provided an interactive platform for exploring professional background and past projects.
- Accessible at: [Arnav's Portfolio](#)

● Supermarket Sales Dashboard

- Developed a sales dashboard using Streamlit and Plotly to visualize sales data.
- Provided insights into sales trends by product line and hourly patterns.
- Accessible at: [Sales Dashboard](#)

● Internal Chatbot FAQ

- Developed a chatbot using Streamlit and Python.
- Provided quick access to information extracted from Excel sheets for team activities.
- Implemented an extractive approach to retrieve data directly from Excel files, ensuring simplicity and ease of maintenance.

Certification

- Google Data Analytics – Coursera
- Microsoft Certified: Azure Fundamentals 900 – Microsoft
- Diploma in Computer Application – Hiltronic Calc

VOLUNTEERING

- Pride Scavenger Hunt - Wells Fargo
 - Organized and facilitated a clue-based scavenger hunt focused on LGBTQ history.
 - Designed questions and challenges to educate participants on important LGBTQ milestones.
- Panellist - Transgender Day of Visibility, Wells Fargo
 - Engaged in discussions surrounding diversity, inclusion, and equity in the workplace, promoting awareness and understanding among colleagues.
 - Shared personal experiences and knowledge to foster dialogue and education on transgender rights and challenges.
 - Collaborated with fellow panelists and event organizers to ensure the success of the event, demonstrating commitment to community engagement and advocacy.
- Global Hackathon - Wells Fargo
 - Actively engaged in learning Azure AI and AutoML during the hackathon project.
 - Utilized Azure AI Studio to develop a Q&A chatbot focusing on Environmental, Social, and Governance (ESG) themes.
- Pride Hackathon - Wells Fargo
 - Participated in the Pride Hackathon organized by Wells Fargo, collaborating with a diverse team to tackle challenges and develop innovative solutions.
 - Participated in knowledge-sharing sessions and skill-building activities, enhancing personal and professional development.