

Kishan Shetty

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Summary

As a data science and analysis graduate, I possess strong technical skills in manipulating and analysing large datasets using Python, SQL, Excel, and Tableau. I am a skilled problem-solver with an analytical mindset and a strong attention to detail. With excellent communication skills, I can convey complex data insights to non-technical stakeholders and work well independently or as part of a team.

Education

University of Bristol, Bristol, UK

September 2021- December 2022

Master of Science in Data Science

- Upper Second-Class Honours 2:1 (Merit)
- Bristol PLUS Award

The Oxford College of Engineering, Bangalore, India

August 2016- November 2020

Bachelor of Engineering in Computer Science

- First Class with Distinction
- Institution Topper Award

Technical Expertise

• Python • Tableau • Power BI • MS Excel • MS Power Point • SQL

Professional Experience

Data Science Consultant

January 2022- April 2022

Lloyd's Banking Group, Bristol, UK

Worked on a data science consulting project in collaboration with the University of Bristol as a part of coursework.

- Led team to meet deadline, manage expectations, and delegate tasks while tracking progress and communicating with stakeholders.
- Pre-processed 10GB data to identify potential areas for improvement: customer retention and attraction.
- Implemented fraud detection, customer segmentation, and sector analysis through data visualisation with over 90% accuracy.
- Provided 7 innovative ideas to improve business and responded to 15-20 data-related queries and requests from internal and external stakeholders.

Technical Engineer

December 2020- July 2021

HP Inc, Bangalore, India

- Functioned as the first point of contact for clients from 9 countries experiencing complex software issues, escalating calls as necessary to ensure a speedy resolution.
- Managed to handle over 300 clients every month while maintaining a satisfaction rate of over 85% throughout.
- Developed 4 crucial skills like objection handling, being a team player, critical thinking and problem solving.

Projects

Data Analytics in Retail Sector

February 2023

- Conducted comprehensive analysis of client transaction data and customer behaviour.
- Data preparation and customer analytics, including cleaning data, customer segmentation, and identifying insights.
- Used charts, graphs, and trends to analyse customer segments and determine targets, resulting in a model that clearly segmented customer purchases.
- Retail stores were able to improve their marketing and targeting strategies, leading to increased revenue.

Machine Learning in Airlines Sector

January 2023

- The project involves analysing customer data to provide insights and improve business outcomes.
- The project involved two main tasks - Customer Sentiment Analysis and Customer Buying Behaviour Prediction. Applied web scraping techniques to gather unstructured data and analysed customer reviews using sentimental analysis to categorise them as positive or negative.

- Created a classification model to predict customer buying behaviour and achieved more than 90% accuracy in both tasks.
- Prepared a PowerPoint presentation highlighting the insights and analysis of the customer buying behaviour prediction model, helping the airlines take customer feedback into account and improve the business while boosting sales.

Visual Analytics of Telecom Company using Power BI

December 2022

- The goal is to develop a Power BI dashboard showcasing KPIs and metrics from a given dataset, with a separate dashboard for customer retention.
- To better understand the data, move from reactive to proactive, and have a clear visual representation of customer insights for management.
- Successfully implemented dashboards highlighting key graphs and showing performance metrics.
- The telecom company was able to improve customer analysis, understand why customers leave, and improve management's ability to make proactive decisions based on clear visual representations of customer insights.

Alzheimer's Progress Detection using CNN

September 2022

- As part of my MSc dissertation worked on using CNN to better analyse MRI scans of the brain to identify the different stages of Alzheimer's using the data from ADNI.
- Implemented 2 different types of classification on the data: nominal and ordinal. Performed data cleaning and image augmentation, and used 2 different types of CNN to achieve the goals.
- Achieved a ranked classification as part of ordinal classification, which predicted the percent of a scan being in a particular stage.

Visual Analytics of Bio-demographics using Tableau

May 2022

- Constructed a dashboard using Tableau for visualising 2011 UK Census data and exploring health dependency on socio-economic factors.
- Identified useful insights across UK regions and successfully implemented 3 interactive dashboards with data projections.
- Utilised Tableau tools and techniques to design visually appealing and informative dashboards. Highlighted key information about various factors related to health and socio-economic conditions across the UK.

Certifications

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- [Python](#)
 - [Data Science](#)
 - [Data Analytics](#)
 - [MS Excel](#)
 - [SQL](#)
 - [AWS Foundations](#)