

## Kishan Shetty

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### Summary

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As a data analyst, I possess strong technical skills in manipulating and analysing large datasets using tools such as Python, SQL Databases, 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 both technical and non-technical stakeholders, and I work well independently or as part of a team. My ability to use data to inform business decisions and optimize performance makes me a valuable asset to any organization.

### Education

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#### 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

### Professional Experience

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#### Data Analyst

June 2023- Present

Saga Plc, London, UK

- Built user-friendly dashboards and automated management projects in Tableau for key people metrics, focusing on designing well-structured and visually appealing for the entire Insurance business unit.
  - Sought to understand people-related business challenges and worked with stakeholders to frame these challenges into hypotheses and requirements that can be addressed through data analysis into making it 80% easier to understand the data.
  - -Gathered and manipulated disparate internal and external data sources, applied ML algorithms to predict and classify the data achieving 85% accuracy.
  - Managed to handle data of over 2000+ employees to constantly work in identifying patterns and insights.
  - Assisted business leaders in understanding and acting on critical people issues by providing them with data-driven insights and recommendations which made it easier for them by 60% in comparison.
  - Supported the team in standard monthly and quarterly reporting, ensuring accuracy and timely delivery of management information reports.
  - Assisted in ad hoc analysis and driving process improvement initiatives, such as report automation and improving the overall colleague experience with data analysis.
- Ensured compliance with data privacy regulations and GDPR (General Data Protection Regulation) guidelines, maintaining the confidentiality and security of sensitive data.

#### Data Science Consultant

January 2022- April 2022

Lloyd's Banking Group, Bristol, UK

- Performed an in-depth exploratory data analysis on the quantitative and qualitative data of a data science consulting project in collaboration with the University of Bristol, using the Python ecosystem, and delivered a report containing clear insights and recommendations.
- Led team of 5 to meet deadline by developing a project plan, managing expectations, and delegating tasks while tracking progress with an online tool and communicating with stakeholders to perform efficient data and statistical analysis.
- Identified potential areas for improvement: customer retention and attraction by pre-processing 10GB finance and banking data using Python and Scikit-learn. Provisioned Jira to manage the tasks and track deadlines and coped up with requirement analysis while following agile methodologies.
- Delivered over 90% accurate fraud detection and customer segmentation through data visualisation and sector analysis. Provided 7 innovative ideas to improve business and responded to 15-20 data-related queries and requests from internal and external stakeholders.

### Technical Expertise

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

## Projects

### Machine Learning in Airlines Sector

January 2023

<https://github.com/kishan-sh/British-Airways-Data-Science-Project-Forage>

- 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 Microsoft Power BI

December 2022

<https://github.com/kishan-sh/PwC-PowerBI-Data-Analytics-Project>

- 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

<https://github.com/kishan-sh/MS-C-Detection-on-AD-Detection->

- 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.
- Explored the realms of Data Management frameworks and Data Quality Tools to facilitate efficient requirement capturing and understanding of the project and also received excellent experience in report writing and documentation.

### Visual Analytics of Bio-demographics using Tableau

May 2022

<https://public.tableau.com/app/profile/kishan.shetty/viz/ze21744/Dashboard1?publish=yes>

- 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 and Publications

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

• [Transactional Data Analysis using Machine Learning in the Banking Sector](#) -International Journal of Scientific & Engineering Research (IJSER) **February 2023**