

## **Profile**

I am an inquisitive and prolific Data Scientist eager to contribute to team success by being diligent tenacious and meticulous, I possess a clear understanding of Data Analytics and training in Machine Learning. Quick-witted and adaptable to learn, grow and excel in IT Industry.

# **Work History**

#### L1 Technical Engineer, HP Inc., Bangalore

DECEMBER 2020 - JULY 2021

- Supported and had direct interactions with customers from Europe and the Middle East via the chat medium to aid the clients with issues dealing with HP printers and software.
- Acted as the first point of contact for clients experiencing complex software issues, escalating calls as necessary to ensure a speedy resolution.
- Troubleshot and analysed issues as Subject Matter Expert (SME) and escalation point. Achieved high levels of customer satisfaction by proactively ensuring prompt resolution of support cases.

## Education

MSc Data Science, University of Bristol, Bristol

SEPTEMBER 2021 - PRESENT

BE Computer Science, The Oxford College of Engineering, Bangalore

AUGUST 2016 - OCTOBER 2020

Distinction with, GPA: 8.4

# Internship

#### Research Associate, Bangalore

JULY 2019 - JANUARY 2020

Worked in the domain of Quantum Dots and Computation Hands-on work with the software QCA Designer to build Adders, Subtractors, and ALU using basic, reversible, and RUG gates.

# **Projects**

#### Connected Buses and Smart Bus Shelters, Bangalore

AUGUST 2019 - JULY 2020

Under the domain of IoT and MI, a prototype was made on demonstrating how density can be reduced in buses and bus shelters by using Raspberry Pi, Arduino Uno, PIR Sensors, and Motion Sensors and applying Linear Regression ML Algorithm. Along with it, providing a virtual solution like LCD Screen to bus shelters for commuters to use and have benefits, and most importantly, avoid sticking banners and pamphlets.

## Certification

Big Data Specialisation, UC San Diego

OCTOBER 2020 - MARCH 2021

Data Science, IBM

SEPTEMBER 2021 - MARCH 2022

#### Python, University of Michigan

SEPTEMBER 2021 - MARCH 2022

#### **Details**

07435375800 shkishan98@gmail.com

#### Links

<u>LinkedIn</u>

**Portfolio** 

#### Skills

Python

MySQL

**AWS** 

Machine Learning

Web Design

#### **AWS Cloud Foundation, AWS Academy**

OCTOBER 2021 - JANUARY 2022

# **Accomplishments**

## **IEEE Trainer, Bangalore**

JULY 2019 - OCTOBER 2019

As an IEEE Trainer, I have successfully provided training on Quantum Dots to many students from UG, PG to Ph.D. level.

#### NGO Volunteer, Wat for Life, Bangalore

JANUARY 2019 - FEBRUARY 2020

As a volunteer, I have helped in cleaning the city, including painting metro station walls, renovating government schools, and planting trees around the city.

## **IEEE Paper Publication, Bangalore**

MARCH 2020

Published an IEEE Paper on Quantum Dots titled "Quantum Dot Cellular Automata-based RBG to Gray Scale Conversion in Bio-Medical Application".

## **IEEE Paper Publication, Bangalore**

OCTOBER 2020

Published an IEEE Paper on Smart Cities titled "Delineation of connected buses and smart bus shelter by employing IoT and Machine Learning".