

Seema Mangalore

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Bangalore, Karnataka

GitHub: Cobaltbluecoder

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WORK EXPERIENCE

Subex

August 2021 - August 2023

Software Engineer & Senior Software Engineer

Bangalore, Karnataka

- **Resolved Complex Issues:** Resolved intricate challenges within the Fraud Management product by applying SQL, Excel, Python, Linux commands, and profound database expertise; leveraged analytical mindset and innovative problem-solving to reduce customer support issues by 40%.
- **Client Support:** Spearheaded L2 support delivery to 5 key APAC clients, including TrueMove Thailand and Vodafone India. Developed strong client relationships in the challenging APAC market.
- **Efficiency Improvement:** Drastically minimized the weekly ticket count from 20 to an impressive 5, resolving over 100 tickets within the initial 6 months with precision and speed.
- **Recognition:** Achieved commendation for delivering exceptional work within first 2 months, resulting in improved client satisfaction and upgraded project efficiency by 20%.
- **Product Contribution:** Contributed significantly in the successful stabilization of the innovative product "Hypersense" for 45 days, facilitating its seamless integration into the market.
- **Soft Skills:** Spearheaded team-wide professional development initiatives, fostering a versatile and adaptive approach that accelerated team efficiency by 15%

CERTIFICATION

Ineuron

August 2023 - January 2024

Full Stack Data Analytics

- Completed a comprehensive Full Stack Data Analytics course from INeuron, specializing in SQL database management, ETL processes, and data visualization.
- Developed impactful data visualizations using Power BI, creating dynamic dashboards that facilitated clear communication of analytical insights; increased executive decision-making efficiency by 40%.
- Proficient in Python libraries such as NumPy, Matplotlib, and Power Query for data manipulation and analysis.
- Applied advanced Excel skills for data cleaning and analysis.
- Built a portfolio of projects showcasing strong foundational skills in data analytics, suitable for potential employers.

PROJECTS

Spotify Dataset Analysis with SQL

- Leveraged SQL skills for in-depth analysis of Kaggle Spotify Songs dataset which has 24 columns. Spotify has 293 billion stream this year.
- Employed advanced SQL techniques, including window functions, CTE, GROUP BY, aggregates, joins, and subqueries, to extract actionable insights on releases, total streams, musical keys, playlists, danceability, artists, cross-platform streams, and release timing, enabling data-driven decision making.

Power BI: Coca-Cola Sales Analysis

- Utilized Power BI to analyze Coca-Cola sales from a publicly available dataset. Computed KPIs: \$17.1M units sold, generating \$8.7M revenue.
- Calculated profit growth, identified top retailer (Sodapop), and interpreted regional sales trends. Employed Power BI charts for insightful data interpretation.

SKILLS

- Python
- SQL
- Power BI and Reporting: Data Visualization, Power Query
- Data Modeling
- Unix
- Microsoft Excel: Pivot tables, Macros
- Jira
- Data Cleaning & Analysis
- Communication

EDUCATION

KLE Technological University (BVB)

BE, Computer Science Engineering

July 2017 -July 2021

Hubli, Karnataka

- Event Leadership: Volunteered to organize and led the TCS TechBytes event in 2020, showcasing organizational skills and technical acumen.
 - Content Creation: Illustrated creativity as a part-time content writer for YOW in 2018, contributing to content development.
 - Department Association: Headed the computer science department association during the academic year 2020-21.
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