

K SAI KRISHNA

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PROFESSIONAL SUMMARY

Highly analytical and results-driven **Master of Computer Applications (MCA)** graduate (2025) targeting a **Data Analyst** role. Brings a robust foundation in **Data Structures, Algorithms (DSA)**, and advanced statistical methods like **Predictive Modeling**. Practical experience includes **Data Wrangling** from technical operations and generating insights across the **Software Development Lifecycle (SDLC)**. Proven ability to perform **Data Mining**, conduct **Root Cause Analysis (RCA)**, and deliver **Actionable Insights** through compelling **Data Visualization**. Expertly skilled in **Python (Pandas, Scikit-learn)** and **Advanced SQL** for data manipulation and ensuring **Data Integrity** for effective business reporting.

TECHNICAL & ANALYTICAL SKILLS

Category	Skills & Keywords
Data Analysis & Reporting	Data Mining, Data Storytelling, Statistical Analysis, Data Integrity, Root Cause Analysis (RCA), ETL Concepts, Stakeholder Reporting
Data & Programming	SQL (Advanced), Python (Pandas, Scikit-learn, Matplotlib, spaCy), C, Java (Basic)
Analytics & BI Tools	Predictive Modeling, Statistical Analysis, Data Cleaning, Data Visualization, MS Excel (Advanced), Power BI, CRM/Ticketing Systems
Core CS & Engineering	Data Structures & Algorithms (DSA), Computer Networks, Operating Systems, Software Engineering, Git, GitHub

ACADEMIC PROJECTS

ATRIA SENSE – Wearable-Driven AI for AFib Risk Prediction

- Designed and documented a conceptual, AI-driven framework for a wearable system to predict Atrial Fibrillation (AFib) risk using health sensor data.
- Modeled system architecture, data flow, and the proposed AI model architecture (e.g., time-series analysis) for real-time sensor data processing.

AI-based Career Guidance System

- Created detailed system documentation for an AI-driven solution to recommend career paths based on user interests, skills, and aptitude.
- Conducted targeted research on appropriate Machine Learning algorithms suitable for personalized prediction and multi-criteria decision making.

Customer Churn Analysis | Master of Computer Applications (MCA) – Academic Project (2025)

- Analyzed customer data to identify key factors influencing churn and retention.
- Cleaned, visualized, and interpreted data using Excel, Python, and Power BI to uncover behavioral patterns.
- Prepared detailed reports and dashboards highlighting actionable insights for customer retention.

PROFESSIONAL EXPERIENCE

Associate – Technical Operations | Tech Mahindra, Bhubaneswar | Apr 2023 – Feb 2024

- Triage and troubleshoot complex e-commerce product defects and service interruptions, focusing on root cause analysis (RCA) within product systems.
- Collaborated directly with Engineering teams by escalating, reproducing, and accurately documenting complex product defects, contributing to prioritization of software bug fixes.
- Utilized structured diagnostic testing and internal logging tools to validate service health and ensure resolution integrity across multiple product versions.
- Maintained exceptional CSAT scores while managing a high volume of technical queries (phone, email, chat).

Software Developer Trainee (Internship) | Shreyas Web Media Solutions, Bhubaneswar | Dec 2024 – Jun 2025

- Assisted in gathering client requirements and coordinating project delivery between the technical and sales teams, gaining exposure to the Software Development Lifecycle (SDLC).
- Gained practical exposure to version control and agile methodologies while supporting project delivery.

EDUCATION

Master of Computer Applications (MCA) | Roland Institute of Technology, Brahmapur

- 2023 – 2025 | BPUT | [8.1]

Bachelor of Computer Applications (BCA) | Disha College of Management & Technology, Brahampur

- 2019 – 2022 | Berhampur University | [78%]

Intermediate (Science) | Khalikot Junior College, Brahampur | 2017 – 2019

Matriculation | Maa Saraswati Vidya Mandir, Brahampur | 2017

ADDITIONAL INFORMATION

Languages: English (Professional Proficiency), Telugu, Odia, Hindi

Nationality: Indian