

# Dion Ben Fernandes

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**Date available to begin work: Immediately**

## **WORK EXPERIENCE:**

### **Data Analyst**

**Teleperformance, Thane, Maharashtra - 400604**

**January 2022 – December 2023**

At Teleperformance, I have been employed as a Data Analyst working on products for the client, **TransUnion Credit Information Bureau of India Limited (CIBIL)**. My role encompasses various responsibilities and the use of specific technologies. These include:

### **Job Description:**

- Operating on both Linux and Windows platforms to manage drives and facilitate the transfer of files to clients.
- Utilizing Microsoft Excel for data cleaning, date sorting, and the maintenance of task trackers.
- Employing Abinitio to execute data processing jobs and monitor file statuses.
- Cultivating client relationships and ensuring satisfaction through effective communications.
- Efficiently processing files and ensuring their timely delivery to clients.
- Collaborating with cross-functional teams to troubleshoot issues, update existing products, and create new ones.
- Appreciated for my performance by our client, TransUnion CIBIL.

### **Technologies and Tools:**

- Linux and Windows operating systems.
- Proficiency in Microsoft Excel for data manipulation and organization.
- Use of Python for data analysis and automation.
- Abinitio for managing and monitoring data processing jobs.

This role combines technical skills with effective communication and client management, enabling me to contribute to the successful delivery of data-driven solutions for our client, TransUnion CIBIL.

## **EDUCATION:**

### **Master of Science in Computer Science (06/2021 - Ongoing):**

- Institution: RD and SH National College and SWA Science College, University of Mumbai.
- Specialized courses covering algorithm optimization, software-defined networking, machine learning, and more.
- Expanded technical skills to include Python, MySQL, HTML, CSS, JavaScript, Solidity, Docker, and various big data technologies.
- CGPA for the master's program is currently in progress.

### **Bachelor of Science in Computer Science (06/2018 - 06/2021):**

- Pursuing a Bachelor's degree in Computer Science at the same institution.
- Comprehensive coursework, including Python programming, database systems, soft skills development, and more.
- Proficiency in technologies such as Python, Java, MySQL, HTML, CSS, JavaScript, and PHP.
- Achieved a commendable CGPA of 7.79.

## **TECHNICAL SKILLS:**

### Programming Languages:

1. Python
2. Java
3. C++
4. JavaScript
5. PHP

### Web Development:

1. HTML
2. CSS
3. React
4. Angular
5. Node.js
6. Django
7. Bootstrap

### Database Management:

1. SQL
2. MySQL
3. MongoDB
4. SQLite
5. NoSQL

### Mobile App Development:

1. React Native
2. Flutter

### Cloud Computing:

1. Docker

### Artificial Intelligence and Machine Learning:

1. Natural Language Processing (NLP)
2. TensorFlow
3. Scikit-Learn

### Data Science and Analytics:

1. Data Analysis
2. Data Visualization (Tableau)
3. Statistics
4. Big Data (Hadoop)
5. SQL/NoSQL Databases
6. Alteryx

### Version Control:

1. Git
2. GitHub

### Operating Systems:

1. Linux/Unix
2. Windows

### Office Suite:

1. Microsoft Word
2. Microsoft Excel
3. Microsoft PowerPoint
4. Microsoft Outlook

## 5. Microsoft Teams

### Programming Paradigms:

1. Object-Oriented Programming (OOP)
2. Functional Programming
3. Procedural Programming

### Game Development:

1. Unity
2. Unreal Engine
3. Game Design
4. Blender

### Blockchain:

1. Smart Contracts (Solidity)

### Graphic Design Tools:

1. Photoshop
2. Gimp
3. Canva
4. Figma
5. Adobe Premiere Pro

### **SOFT SKILLS:**

- Communication Skills
- Problem-Solving
- Teamwork and Collaboration
- Time Management
- Adaptability
- Creativity
- Leadership
- Interpersonal Skills
- Customer Focus
- Ethical Decision-Making
- Negotiation Skills
- Presentation Skills
- Project Management
- Learning and Adaptation
- Conflict Resolution
- Stress Management
- Self-Motivation

### **CERTIFICATIONS/ACHIEVEMENTS:**

- Certificate of Appreciation – TransUnion CIBIL
- Photography Head - RD and SH National College and SWA Science College
- Graphic Design Masterclass - Udemy
- Ethereum and Solidity - Udemy
- 2023-24 Tableau Certified Data Analyst Training - Udemy (Ongoing)