Pawan Kumar

Network Support Analyst

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Summary

Network Support Analyst with experience in LAN/WAN maintenance, hardware/software installation, and troubleshooting. Skilled in backups, disaster recovery, and providing client-focused technical support in fast-paced environments.

Core Skills

Languages & Tools: Python, SQL, Excel, Tableau, Power BI, R, Git, Java
Libraries: Pandas, NumPy, Matplotlib, TensorFlow, Scikit-learn
Soft Skills: Communication, Problem-Solving, Time Management, root cause analysis, problem-solving, customer information systems, technical support, customer experience

Certificates

Certified AI Associate   Mar 2025
Salesforce

Work Experience

Advisor Level 1   Jul 2022 - Jun 2023
Concentrix
- Resolved financial transaction issues and technical queries to support business operations.
- Managed data validation and compliance checks for financial transactions.
- Reviewed e-commerce payment approvals and ensured compliance with platform policies.

Projects

AI-Powered ATS Resume Evaluator & Cover Letter Generator   Jan 2025 - Mar 2025
AI-Powered Resume Evaluator (LLM/NLP, Streamlit, Gemini API). Integrated generative AI to dynamically produce tailored cover letters, reducing application preparation time by 65% while improving resume-JD alignment by 40% through data-driven feedback dashboards.

The Role of Right-Turn-on-Red Traffic Lights in Pedestrian Accidents (Capstone Project) Sep 2024 - Apr 2025

Analyzed RTOR traffic rules' impact on pedestrian safety using San Francisco data. Created Tableau visualizations to identify high-risk zones and key factors like traffic volume and signal timing, offering recommendations for improved urban planning.

Google Play Store Data Visualization   Jan 2024 - Apr 2024
Utilized Tableau to create interactive visualizations from a Google Play Store dataset, uncovering insights into app categories, ratings, and download trends. Developed dashboards to facilitate a data-driven & enhanced understanding of market dynamics.

Netflix Explorer   Sep 2023 - Dec 2023
This project focuses on storing Netflix data in a database and serving that data via a website using the Flask framework. By executing the script, users can access the website to explore and interact with the Netflix dataset.

Education

St. Clair College   Sep 2023 - Apr 2025
Post Graduation Diploma: Data Analytics for Business

Guru Gobind Singh Indraprastha University   Aug 2018 - Nov 2021
Bachelor of Computer Application

Languages

English (Advance), Hindi (Native)