

# Gouthum

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## EDUCATION

### Bhandarkars Arts and Science College

Kundapura, Karnataka

*Bachelor of Computer Application*

2016 – 2019

- Relevant Coursework: C, C++, Java, Javascript, Vb.net, Asp.net, Html, Css, Excel, SQL, MySQL, Python, NoSql, R, PowerBi, Tableau, Machine Learning, Maths and Statistics, Artificial Intelligence, Deep Learning, NLP

## PROFESSIONAL EXPERIENCE

### Technical Support Engineer

November 2021 - October 2023

*Glowltouch Technologies*

*Mangalore, Karnataka*

- Delivered specialized technical support through chat, resolving over 7,000 customer issues related to website functionality, hosting configurations, and email setup, while managing up to 4 concurrent chats with a CSAT score exceeding 4.7.
- Performed diagnostics and troubleshooting for FTP connections, DNS configurations, and SSL certificate implementations, maintaining an average handle time (AHT) of under 1,250 seconds to ensure high system availability and optimal performance.

### Epub Operator

June 2020 - September 2021

*Bit9 Business Solutions Pvt Ltd*

*Kundapura, Karnataka*

- Convert and format 550 + documents into EPUB files, ensuring compliance with industry standards and correct layout, while conducting thorough quality checks to resolve any formatting issues.
- Manage and implement metadata within EPUB files to facilitate accurate indexing, searchability, and cataloging

### Claims Adjudicator

July 2019 - April 2020

*Hinduja Global Solutions*

*Bangalore, Karnataka*

- Evaluated and processed 175+ claims, managed appeals, and ensured compliance with guidelines for accurate adjudication.
- Prepared reports, verified invoices, and maintained document integrity to ensure 94 percentage of accuracy.

## TECHNICAL SKILLS

- Data Analysis and Visualization:** MS Excel, Power BI, Tableau, and R for data analysis, visualization, and creating interactive dashboards
- Database Management:** MySQL, NoSQL databases for data extraction, manipulation, and querying large datasets
- Programming for Data Science:** Python and R for data analysis including libraries like Pandas, NumPy, and Matplotlib
- Statistics and Probability:** Statistical concepts, probability, and data interpretation techniques
- Data Preprocessing:** Data cleaning, normalization, and transformation for analysis and modeling
- Machine Learning:** Supervised and unsupervised learning algorithms, model training, evaluation, and feature engineering
- Data Engineering:** Data pipelines, ETL processes, and data integration for comprehensive analytics solutions
- Natural Language Processing (NLP):** Text analysis, sentiment analysis, and language modeling techniques
- Deep Learning and AI:** Exposure to deep learning frameworks and basic AI concepts for predictive modeling

## SOFT SKILLS

Critical Thinking and Problem-Solving, Continuous Learning, Adaptability, Time Management

## CERTIFICATIONS

- Earned certification in Data Science from UpGrad
- UpGrad Data Science Hackathon Certificate acknowledging practical skills in data science and machine learning

## PROJECTS

### Credit Card Fraud Detection:

| *Capstone Project*

Developed a predictive model to detect fraudulent credit card transactions using Logistic Regression, Decision Tree, and XGBoost. Addressed class imbalance with SMOTE and fine-tuned hyperparameters to optimize performance. Achieved an ROC-AUC score of 0.97 on test data and deployed the solution via a Streamlit app for real-time detection, incorporating detailed exploratory data analysis and model evaluation for accuracy..

### Car Sales Database Management System Using SQL

| *Independent Project*

This project focuses on managing global car details and sales data using a structured database. It includes tables for manufacturers, models, cars, and sales with defined relationships. Key tasks involve data management and analysis, such as sales trends and manufacturer statistics using sql query. Automation is achieved using stored procedures for efficiency.

### NFT Market Trends SQL Analysis Of Cryptopunks Transactions

| *Independent Project*

This project analyzes Cryptopunks NFT sales from January 2018 to December 2021 using SQL. We explore total sales, top transactions, average prices, and daily trends, including buyer-specific insights and price distributions. The goal is to uncover valuable insights into the NFT market dynamics.