

Harshavardhan Subramanian Madhavan

Thunder Bay, ON (Can Relocate) | +1(807)356-1664 | hsubram1@lakeheadu.ca

github.com/myprofile <https://www.linkedin.com/in/harsha-varadhan-14007717b/>

PROFESSIONAL EXPERIENCE

Customer Service Representative

May 2023 – Present

Liquor Control Board of Ontario

- Addressed customers with product inquiries and recommendations to enhance shopping experience. Managed cash transactions, processed payments, and resolved customer complaints promptly.
- Led team initiatives to enhance store presentation, maintaining top-tier cleanliness and organization standards, resulting in a 22% increase in positive customer feedback and a 15% rise in sales.
- Computed data entry, inventory management, and sales tracking using computer systems.
- Analysed customer data to identify trends and improve service, while adeptly managing online pick-up.

Data Analytics and Visualization Job Simulation

Accenture, NA Region

Apr 2024 – May 2024

- Completed a simulation focused on advising a hypothetical social media client as a Data Analyst at Accenture.
- Cleaned, modelled and analysed few datasets to uncover insights into content trends to inform strategic decisions.
- Generated thorough technical reports for senior leadership, managed research databases with precision, and communicated analytical results, leading to a 12% improvement in strategic initiative outcomes.
- Designed an engaging PowerPoint deck and video presentation, integrating visual data and market analysis, which increased client understanding by 40% and facilitated internal stakeholder decision-making.

Data Analyst Intern

May 2022 – Jul 2022

The Sparks Foundation, Chennai, IND

- Designed and documented robust data models, optimizing system architecture and data integrity; created interactive financial dashboards using Excel and Power BI, increasing data accessibility by 50% and reducing analysis time by 35%.
- Conducted Comprehensive data analysis and mining to support strategic decisions and engineered interactive dashboard and reports using Power BI.
- Developed and integrated machine learning models utilizing Pandas, Scikit-learn, and TensorFlow; processed large datasets with SQL and Python, improving data processing speed by 50% and model performance by 30%.
- Enhanced scalability, security and efficiency of data processing and machine learning workflow using AWS Platforms.

EDUCATION

Lakehead University

Sep 2022 – May 2024

M.sc Computer Science

AREAS OF EXPERTISE

- | | | | |
|---------------------------|-----------------------------------|----------------------|---------------------------------|
| • Python | • Microsoft Excel | • Data Management | • R Programming |
| • Power BI/
Tableau | • Data Modelling | • Agile Methodology | • Data Science/ML
Libraries |
| • SQL Database | • Git | • Jira | • Hadoop Systems |
| • Statistical
Analysis | • Cloud Platforms
(AWS, Azure) | • AWS Cloud Services | • Data Mining/Data
Warehouse |

CERTIFICATIONS

- Data Analytics Essentials (Cisco)
- Oracle SQL(Certified)
- Data and Data Everywhere(Google Certified)