

Contact

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EDUCATION

MBA (Statistics Operation R)
B-Tech (CS)
India

TECHNICAL SKILLS

Advance Excel, SQL,
Machine Learning & AI, ETL
Data Pipeline, Zoho CRM
Automation, SQL, Tableau,
Power BI, Zoho Apps

Zoho Deluge, Zoho API,
Power Apps, Power
Automate, Java, Git Hub,
APIs

HDFS, Map Reduce, Hive,
Spark Streaming, Scala,
HBase, Pig scripting, Sqoop,
Flume, Oozie, Kafka

Aws Dynamo DB, EMR
Cluster, RedShift Kinesis,
Glue ETL, Sage Maker

Azure DF, Azure Storage, ML
Studio Databricks, Data
Lake, HDInsight
Airflow, Snowflake DW,
Heroku Deployment
Platform, Flask
Docker CI \CD integration
AB Testing

**Language: English &
Intermediate Arabic**

Certification-Udemy

<https://www.udemy.com/certificate/UC-699d5d42-0964-476f-9db2-37f8595b5320/>

<https://www.udemy.com/certificate/UC-ba1db548-88df-451f-a6bd-9e489cabe997/>

<https://www.udemy.com/certificate/UC-32e9d43d-845f-406f-88a8-f79bc82c7677/>

ISTIYAUQUE AHMAD

DATA SCIENTIST | BUSINESS ANALYST | BIG DATA ENGINEER

CAREER PROGRESSION

- 12+ years' experience in Zoho CRM, DATA SCIENTIST & BIG DATA INTELLIGENCE along with 15 Completed Udemy Certification in past 2 Years.
- Develop strategies to assist business users in quickly finding the information they need to make better business decisions.
- Certified in **ZOHO CRM** Customization and set Up and Deluge script.

EXPERIENCE

Organization: Cemex Top Mix LLC, Dubai

Job Title: Sr Customer support Analyst-Since 2018 to till now

Responsibilities:

- Interact with sales head, operation team, customer care team, stakeholder and CEO with their business requirements, meeting to understand needs and provide them end to end **Zoho Solutions** for smooth running company business flow.
- Create detailed business analysis, outlining problems, identifying gaps in existing functionality, opportunities, and solution recommendations for **Zoho CRM**.
- Developed 360 customer view analysis dashboard in **Power BI** with data flow & integration with Azure Cloud.
- Developed Machine Learning and Deep Learning Models with Python, R and Azure SDK, Google Collab, Flask API, R, Django and deployed on Heroku and with A/B Test.
- Developed Concrete Strength prediction Model using Auto Kera's **ML** and **Deep Learning**.
- Develop **Zoho Creator Apps using deluge scripting**, Zapier Workflow, integration, Zoho people etc.
- Customization of all **Zoho product** which meets business requirements.
- Integration of **Zoho CRM** with the other SaaS product.
- Design of Call Center Dashboard for SLA, Metrics measurement using **Tableau**.
- Support with team using Alteryx for ETL\ELT process.
- Integration of **Zoho CRM** with the help of API coding.
- Develop and Manintain of Custom function in **Zoho CRM** for better business workflow findings and giving its solution.

Organization: HR Software Solutions Pvt. Ltd.

Job Title: Sr. Business Analyst Oct 2015 to Sep 2018

Skill Set: Python (Zoho CRM, deluge, Zoho Books, API, Customization, Zoho Creator, Matplotlib, Seaborn, TF, Flask,Hadoop, MapReduce, Pig, Hive, HBase, Deep Learning)

Job Responsibilities:

- Development of **Zoho Creator Apps** and customization according to clients.
- Maintaining the **Zoho CRM** workflow, people, automation, and blueprint in module.
- Integration of various third-party apps with Zoho CRM and **Zoho Analytics** for business purpose.
- Sqoop to export data into **HDFS** and **Hive** for analysis.
- Created ETL jobs to load Twitter JSON data and server data into **MongoDB** and transported MongoDB into the Data Warehouse.
- Custom function in **Zoho CRM** for develop mainly workflow and giving support.
- Integration of Zoho CRM with **Zoho books** and invoice.
- Develop custom module and integrate with woo commerce for payment getaway option.
- Custom develop **Zoho Creator apps** including custom fields, workflow, blueprint, and functions based on Business scope.

AWARD

Customer Centricity Superior
Experience Award-2019

PROFILE

<https://github.com/Istiyaqueahmad>
<https://www.upwork.com/freelancers/~01334cde3ce8ce52c1>
<https://www.linkedin.com/in/istiyaque-ahmed-33403598/>

Organization: Misha Infotech Pvt Ltd.

Job Title: Sr. Big Data Analyst Jan 2015 to Sep 2015

Skill Set: AWS, EMR, Hadoop, Hive, Sqoop, ETL, Linux, PIG, HDFS, SQL Server, GGPlot, D3.js

Job Responsibilities:

- Worked on a Hadoop Cluster with a current size of 56 Nodes and 896 Terabytes capacity.
- Imported data using Sqoop into **Hive** and HBase from existing **SQL Server**.
- Processing 4G usage data of a Telecom Operator to find out potential customers for various promotional offers cleaning data, **ETL** and Aggregation Exploring data set using known tools like **Linux** commands to understand the nature of data.
- Creating 360-degree view (past, present, and future) of the customer for a retail company avoiding repetition or re-keying of information, to view customer history, establishing context and initiating desired actions.
- Managing the data using **S3**, **DynamoDB**, **kinesis stream analytics**, **quick site analysis** and **AWS** data pipeline CI\CD flow.

Organization: Misha Infotech Pvt. Ltd., Noida

Job Title: Research Analyst JUN 2013 to Dec 2014

Skill Set: IBM Watson, Stream lit, R, Open CV2, MSBI, Heroku

- Face recognition using symmetrical property of frontal face images and **Open CV2**.
- Developed Chat Bot Application using **NLTK** & Voice assistant Bot using **pyttsx3** which handled speech recognition.
- Developed Language translator app using **Stream lit** and **IBM Watson**.

Organization: RRKS EXIM PVT LTD., Ghaziabad

Job Title: Marketing Data Analyst May 2011 to May 2013

Skill Set: Tableau, Advance Excel, Dashboard, ETL, SSIS, SQL Server

- Data cleaning, validation, processing, and model building using **ML** like CART, K means Clustering and OLS Regression, Linear & Logistic Regression analysis, Decisions trees, Time Series Analysis, Artificial Neural Networks, K-Nearest Neighbors, Random Forests Algorithm, Basket Analysis.
- Data Warehouse development and Automate ETL Process with SSIS, generate report with SSRS and analyze data with SSAS the help of SQL Server Database which reduced 28% workloads.

Organization: OBRA Sone Bhadra

Job Title: Computer Science Teacher Jun 2007 to Mar 2011

- To teach and create Learning environment for students.