

Jagpreet Singh Saigal

"I am a motivated and detail-oriented fresher data analyst, eager to kickstart my career in the field. I have recently completed a comprehensive course in data analysis, where I developed a strong foundation in essential tools and techniques. My skill set includes proficiency in SQL for database management, Python for data manipulation and analysis, and expertise in data visualization using tool like MS Excel. I am passionate about leveraging data to drive insights and make informed decisions, and I am excited to contribute to a dynamic team in a meaningful way."



✉ jagpreetsaigal029@gmail.com

☎ 7328877023

📍 Sec-2, Shivanand Nagar, Near Jhanda Chowk, Raipur, India

EDUCATION

B.Tech (Mechanical Engineering)

Kalinga Institute of Industrial Technology

07/2017 - 08/2021

Bhubaneswar, Odisha

Courses

- ANSYS, CATIA

Advanced Certification in Data Analytics

IHUB Divya Sampark At IIT Roorkee And Intellipaat

Courses

- SQL, Python, ML, MS Excel

WORK EXPERIENCE

Programmer Analyst / Service Desk

Cognizant

10/2021 - 03/2023

Bengaluru, Karnataka (Remote)

Description

- In my time in cognizant as a service desk ROW L1 Support agent (System's Engineer), I have performed following tasks - Provided first-level technical support to global clients and internal users, resolving issues related to hardware, software, and network connectivity.
- Escalated complex technical issues to higher-level support teams while ensuring clear communication and documentation. Assisted with the installation, configuration, and maintenance of software applications, both remotely. Developed and updated knowledge base articles to improve first-call resolution rates and reduce repeat incidents.

SKILLS

Python

SQL

Numpy

Pandas

Matplotlib

Seaborn

Data Cleaning

Data Visualization

Label Encoding

EDA

Problem Solving

Communication

Collaboration

PROJECTS

Recommendation Engine for Netflix (Course)

- Objective - Optimized and deployed a Machine Learning model to recommend movies based on the watch history and genre. Operations - EDA, Label Encoding, Scaling using Sklearn | Model Used - SVD.

Sales Forecasting for Walmart (Course)

- Objectives - Optimized and deployed a Machine Learning model to predict the sales of Walmart for the next 12 weeks using Sklearn. Operations - EDA, Label Encoding, Scaling | Model Used - Forecasting.

Exploring Alternate Material for the Center Buffer Coupler (Internship Project)-

- Objectives - Reduction in Train Parting Cases | Ease in Handling and Maintenance | Reduction in Injuries Operations - Data Collection from the SECR Railways with respect to Train Parting, Materials used for CBC, etc.

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency