

# VISHAL ANAND

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[LinkedIn](#) • [GitHub](#)

## EDUCATION

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**Aditya Engineering College** – Andhra Pradesh

Bachelor of Technology, Electronics & Communication Engineering — 2016–2020

## WORK EXPERIENCE

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### Contact Centre Executive

**HSBC, Hyderabad** | Nov 2022 - Nov 2024

- Analyzed over 10,000+ customer interactions using SQL and Excel to identify fraud indicators, contributing to a 20% reduction in false positives.
- Developed Power BI dashboards to monitor service KPIs (AHT, CSAT, FCR), leading to a 15% improvement in SLA adherence.
- Consistently maintained >95% quality assurance scores while handling high-volume customer queries, reducing average handling time by 18%.
- Delivered data-backed presentations to senior management, driving policy enhancements in fraud handling and customer retention.
- Collaborated with Risk and Compliance teams on predictive analytics models to detect account takeover and unauthorized transactions.

### Business Development Associate

**BYJUS, Hyderabad** | Dec 2020 - Sep 2022

- Conducted cohort analysis and A/B testing across 100K+ users, improving learner retention by 15% on NEET and K-12 learning platforms.
- Created interactive Tableau dashboards on user engagement, optimizing app features and reducing churn by 10%.
- Leveraged SQL to identify high-potential leads, increasing sales conversion by 20% through refined targeting.
- Contributed to UX/product improvements by surfacing actionable user feedback during analytics reviews.
- Successfully generated sales and revenue exceeding ₹1 crore through strategic client engagement and personalized demo sessions.

## CERTIFICATIONS

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- Google Professional Data Analytics – Coursera
- SAS Certified Specialist: Base Programming
- GenAI Certification – Kaggle

## PROJECTS

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### AI-powered Financial Audit Assistant

- Developed a Streamlit NLP app using OpenAI GPT and LangChain for intelligent document querying
- Created an efficient PDF ingestion and preprocessing pipeline to boost retrieval accuracy

[GitHub](#)

### Gold Price Prediction Model

- Applied XGBoost and Random Forest on economic datasets, increasing accuracy by 18% via feature engineering

[GitHub](#)

### BellaBeat Data Insights (Google Capstone)

- Conducted EDA on smart device usage, visualized insights with Tableau/Python to influence product strategy

[GitHub](#)

## SKILLS AND INTERESTS

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- **Technical:** SQL, Python (Pandas, NumPy, Seaborn, Matplotlib), Excel, Power BI, Tableau, DAX, Scikit-learn, XGBoost, Streamlit, LangChain, PowerApps, Git, Microsoft Access, SAS, R
- **Languages:** English (Proficient), Hindi (Proficient), Telugu (Proficient), German (Basic)
- **Interests:** AI in Finance, Data Storytelling, Fraud Analytics, EdTech Innovation