KHEM BHATTRAI

Louisville, KY 40218
502-202-9206
Khempbhattarai10@gmail.com
www.linkedin.com/in/khembhattrai2022/

EDUCATION

Bachelor of Science: CIS (Data Analytic)   **Expected 12/2023**
The University of Louisville, Louisville, KY

SKILLS

- SQL
- Quality Assurance
- Power BI
- Python

- CSS and JavaScript
- Service Task
- HTML
- Power Shell

EXPERIENCE
Louisville, KY

Help Desk Intern (Humana)
- Researched and resolved Thousands of technical problems of moderate complexity, typically escalated from first-line support teams.
- Responded to escalated Thousands of telephones, email, and online requests for technical support.
- Documents, tracks, and monitors hundreds of problems using applicable systems and tools.

SRE Intern (Humana)
- Understanding the infrastructure, systems, and tools used within the company's tech stack.
- Observing and learning from experienced SREs in their day-to-day tasks and responsibilities.
- Monitoring system performance and participating in incident response activities.
- Contributing to ongoing projects related to system reliability, automation, or infrastructure enhancements.

CERTIFICATIONS

- IBM- Getting Started with Enterprise-Grade AI
- IBM- Getting started with Enterprise Data Science
- LinkedIn- NumPy Essential Training: 1 Foundation of NumPy

RELEVANT COURSEWORK

CIS-443 Analytics Programming (Python)
- Acquire skills in data cleaning, manipulation, and visualization.
- Understand fundamental statistical and machine learning concepts.
- Apply analytics programming skills to solve real-world problems.

CIS-450-Power BI
- Develop skills in importing, transforming, and modeling data for business intelligence.
- Create interactive and visually appealing reports and dashboards.
- Apply advanced analytics using DAX expressions.
- Understand how to publish, share, and collaborate on Power BI projects.

CIS-310 Database Design
- Gain a strong understanding of relational database concepts and normalization.
- Develop practical skills in designing and implementing databases.
- Proficient in using SQL for interacting with databases.
- Understand the importance of data integrity and consistency in database design.

CIS 205/305
- Spreadsheet and database modeling/ programming concepts and techniques for solving business problems; efficient/ effective data processing, computational analysis, and decision support.