

Nayanjyoti Sharma

nayanxs8881@gmail.com | 7002640357 | linkedin.com/in/nayanxs/ | linktr.ee/nayanxs

EDUCATION

The Assam Kaziranga University, B.Tech in Computer Science

Oct 2020 – Sept 2024

EXPERIENCE

Data Science and AI Certification, Cranes Varsity Pvt. Ltd. – Bengaluru

Aug 2023 – Feb 2024

- **3 months on-site** internship and training to gain hands-on **experience in data analysis**, machine learning, and AI modeling using Python and relevant tools.
- Utilized advanced techniques to **interpret complex datasets**, creating predictive models to drive Business insights. **Developed projects** involving statistical analysis, data visualization, and **predictive analytics**.

Freelance Projects and Startups Consultations/Digital Marketing

Dec 2022 – Present

- **Crafted data-driven business strategies** for local restaurants, cafes, startups, and hospitals, leading to a revenue increase.
- **Analysed data** from Pet Pooja billing app to identify food-fall time and **create strategies based on it**.
- **Managed the team** to look after the clients and the **fluent work flow**.

Customer Care Experience at Flipkart, Teleperformance – Mohali (WFH)

July 2024 – Sept 2024

- Boosted customer confidence by handling **complex queries** with empathy and providing **actionable resolutions**.
- Built **strong client relationships** by understanding their needs, ensuring high retention rates and positive feedback.
- **Collaborated with internal teams** to streamline customer care processes, reducing response times.

PROJECTS

Business Strategy for a Food Chain Startup

- Developed a **comprehensive strategy** for a growing local food chain startup, focusing on **scalability** and consistent brand image across multiple locations.
- Conducted **competitor analysis** to **identify gaps** in the local food market, offering insights for differentiation and unique selling points.
- **Organized social media competitions** (e.g., photo contests, food challenges, money hunt) to boost online visibility, resulting in follower engagement.

HR Analytics Dashboard, Power BI

- Developed an HR Analytics dashboard using **Power BI** to help an organization reducing attrition rates. Identified **key performance indicators (KPIs)** to track employee engagement, satisfaction, age, and turnover rates.
- **Analyzed HR data to Pinpoint** the top departments facing higher attrition rates, **discovering reasons** such as lack of career development, insufficient benefits, and work-life balance issues.
- Presented the findings through a comprehensive **Presentation**, offering **actionable Insights** and **Data Visualizations**, which would help stakeholders make informed and **data-driven decisions** to optimize HR policies and improve employee engagement.

TECHNICAL PROFICIENCY

Tools and Software: Excel, Power BI, mySQL

Programing Languages: Python, C++, HTML, CSS, Javascript

Business Intelligence: Data visualization, Reporting, Analytics, Strategist, Decision-making Support

SOFT SKILLS

- **Persuasive Communication** for influencing **stakeholders**
- **Analytical Thinking** and **Creative**
- **Collaborative** and **Team player**
- **Adaptability** and **Fast learner**