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| #E68, ganesha namaha nilaya, thurbrahalli,Kundanahalli  Marathahalli, Bengaluru 560037.  Phone : 7975146557 | **Nikhil Gangadharappa** |

**CAREER Objective**

To secure a challenging position in a reputable organization to expand my learning, knowledge and skills while making a significant contribution to the success of the company.

**EDUCATION**

* **MASTERS IN DATA SCIENCE AND ARTIFICIAL INTELLIGENCE FROM PURDUE UNIVERSITY INDIANA, USA IN COLABARATION WITH SIMPLILEARN.**
* **AERONAUTICAL ENGINEERING FROM MANGLORE INSTITUTE OF TECHNOLOGY AND ENGINEERING, MOODABIDRI.**

Bachelor of Engineering with 61 % aggregate 2017.

* **12th STANDARD FROM BGS PU COLLAGE, CHIKKAMAGALUR.**

Graduated in the stream of science with 79% in 2012.

* **10th STANDARD FROM SNAGIVINI VIDHYA SAMSTHE, CHIKKAMAGALUR.**

Graduated in the stream of science with 89% in 2009.

**Professional Experience**

Sobha Construction LLP, Dubai, United Arab Emarites (Current Employer)

* Senior Business Analyst
  + Working as senior Business Analyst, reporting to VP and GM Business Excellence.
  + Responsible for establishing business intelligence at Sobha which includes and not limited to defining SOP’s, Metrics, Creating Data warehouses, pipelines, handling web development and data analytics.
  + Handling a team of 3 data analysts and 2 interns to achive the required tasks.
  + Responsible for HTML/CSS web development, Power BI dashboards and AWS pipelines.
  + Responsible to communicate the all the project related developments to the leadership.

Amazon Development Center from February 2020 to March 2022

* + Business Analyst
  + Create daily production reports.
  + Using SQL provide basic business insights to team leaders.
  + Creating SQL queries required for the teams to query and pull the data as per their requirements.
  + Create ETLM Jobs to provide teams with reporting data on different levels i.e. Hourly, Monthly, Quarterly and Yearly.
  + Create and schedule ETLM Jobs for process level data giving insights on different teams.
  + Create ETLM Transform jobs, then load jobs to create duplicate/Customized redshift table to be used for deep dives on the data.
  + Create Dashboard for reporting on Quick sight and PowerBi as required by the process and program managers.
  + Introducing program managers and different stake holders to the dashboard and helping in making program level decisions.
  + Some of the important dashboards worked on are,
    - Quick Sight Dashboard Singapore and Australian sales data, providing different insights in seller/vendors, sales, top products, GMS and AWAS, document approval rates, complaint rates etc. filtered by day, week, month, quarter and year.
    - PowerBI dashboard for 4 different regions covering the WBR,MBR and QBR data with multiple table contacting the data for each region. Multiple line, bar, pivots, tables etc. showing different attributes of data.
* Solid hands on work experience on S3 data storage and Redshift Cluster on a day to day basis.
* Sampling Multiple schema and data table to find the problem definition, creating custom SQL queries to import the data from redshift into Quick Sight/Power BI, create dashboard and views to understand the failure points and improvement regions.
* Communicate the improvement areas to the stake holders and provide suggestion on solutions which can be process improvement, Automation of generic and reputative steps, process and technical training to improve AHT for cases.
* Have created and launched multiple automation projects across different domains. Below are few examples,
  + Automation solution created for sending seller communication based on the details collected from the senior associates. Keeping the seller informed about the investigation is an important step which was taking around 60% of the whole cases processing time. Automation enabled to reduce the cycle time per case by 50% with reduced failure points and 99% quality of work. Python with selenium automation with Tkinter web scraping and GUI.

Python with SQL connectors are used to make data base connections for reporting, then Quick sight for reporting.

* Automation Solution created for Ticketing team, where are the information required to work on the case are available on the case comments as soon as the case is created. This reduced the cycle time, Errors and Created a uniform format for all the cases.

Python with Rest API used to connect to the redshift table.

BS4 used for web scaping with request module.

Internal website with API integration used to paste the information back to the TT.

* Have been Trained on data Analytics by internal DAT team and awarded best in class for the ETLM data pipelines merging 7 different data table into one, which has proved crucial for Associate level metrics.
* Initiative taken, created and maintained technical publications, a monthly newsletter on technical advancement inside the org, Wiki for each tool, automation and dashboards giving the end user required information on how to use and troubleshoot the tools.
* Initiative taken, created and delivered “SQL Training” for around 110 Associates inside the org to increase the Technical Knowledge pool. Created curriculum, took nomination for interested employees, scheduled recurring meeting sessions, created Power point presentations, delivered training sessions, collected feedbacks and conducted knowledge evaluations to create eligible and competent talent pool.
* Mentored 3 people on automation and data analytics.
* Collaborated with an amazon team in Beijing, took lead and adopted a process knowledge test mechanism for employee knowledge evaluation on their process.
* SharePoint integration with automation tool reporting data, from there the data is uploaded to S3 and then to redshift. This Redshift tables are used in analysis and dashboards.
* Using VLOOKUP, Hlookup, Xlookup, pivots and other excel features is a daily staple.

Concentrix Daksh Private limited from September 2017 till January 2020.

* Junior Data Analyst
  + Creating on daily production reports.
  + Creating daily AHT reports for each advisors w.r.t type of call and providing general insight on improvement opportunities.
  + Creating Team level WBR and MBR reports.
* Technical Advisor L3 for MAC OS and IOS systems along with other MAC compatible devices.
  + Taking escalated calls for all apple devices for Asia pacific and Austria.
  + Highest point of escalation for customer for all apple related issue for India.
  + Highest point of escalation for customers for Service center related escalations.
* Technical Advisor L2 for MAC OS systems along with other MAC compatible devices.
* Taking queries from customers with MAC OS ranging from MOUNTAIN LION to HIGH SERRIA.
* Interact with the apple Macintosh engineering and raising RTA requests for required cases.
* Trained on
  + MacBook and iMac systems from late 2008 till late 2018.
  + Airport Express, Airport, Airport Time capsule, APPLE TV.
  + MAC OS (YOSEMITE, EL CAPITAIN, SERRIA HIGH SERRIA, MOJAVE, CATALINA).
* Technical Advisor L1 for IOS devices along with compatible devices.
* Taking queries from customers with IOS ranging from 10 TILL 13.1.2.
* In-depth knowledge of all IOS devices (even for VINTAGE and OBSOLETE PRODUCTS).

Products known

IPHONES, IPODS, APPLE WATCHES, IPADSCLOUD ETC.

* Exam coordinator for Karnataka Electricity Board held in Moudaber, Mangalore, which was complete E-Based format.

**EXPERTISE, Skills AND HOBBIES**

* Trained on ANSYS both from the collage and from outside institute for final year engineering project.
* FINAL YEAR ENGINEERING PROJECT

“STUDY AND ANAYSIS OF NOTAR HELICOPTER BY CHANGING ROTAR CONFIGARATION”

TEST SUBJECT : MD 902 EXPLORER NOTOR HELICOPTER.

SOFTWARE USED : CATIA V5 for design.

ANSYS FLUENT for CFD Analysis

* **EXPERTISE**
* Advanced Excel, Used on a regular basis. Solid Macros experience and Some experience with VBA.
* Advanced Experience with SharePoint i.e. Creating Websites, Lists, Documents, Maintaining all the access and site admin activities. Have connected SharePoint to Python and SharePoint to power Bi for further analysis.
* Advance Knowledge of Outlook, Power Point Presentation and Microsoft world.
* Advanced Language Skill (In English) and email etiquettes.
* Python and Most of the data science related libraries like pandas, NumPy, sqlalchamy, matplotlib, seaborn, openpyxl etc.
* Python with web scraping libraries BS4, requests.
* Python with Automation libraries Selenium, requests.
* Python with GUI Libraries Tkinter.
* Python with database connectors sqlalchemy, psycopg2, REST API
* API integration for web scraping, both read and write.
* SQL and PostgreSQL as DDL,DML,DCL and TCL with SQL Workbench
* Quick Sight and Power BI for Analytics
* HTML/CSS for web development.
* **Currently getting trained on and gaining academic and freelancer experience on**
* Machine Learning models, to name few algorithms
  + Supervised : Liner, logistic, random forest, XGBOOST, SVM, Ridge, Lasso etc.
  + Unsupervised : KNN, XGBOOST
* Machine learning libraries with end to end academic knowledge > sklearn and NLTK
* Project Implementation using tensor Flow and keras
  + Deep Neural network implementations.
  + CNN models for image identification
  + RNN Models
  + Project implementation on GitHub trained
  + SQL workbench, Jupiter and PyCharm (Advance Experience), Google Collab and Amazon Sagemaker for coding and training model.(Academic experience)
  + Few projects worked for ML and DL with Tensor Flow,
  + California House price prediction with linear regression(The Most famous one on Kaggle)
  + Credit card fraud detection system based on Logistic Regression.
  + CNN model for object identification built on Tensor Flow.
  + Multiple Data analysis projects using pandas, NumPy, matplotlib, seaborn etc.
  + Have some experience on Upwork as a freelancer building basic analysis and trained models.
* **What’s Next on the training/Master in data science program,**
  + Have 4 months of training is yet to be complete where I will be trained and work on
    - Advance NLP with a course end project.
    - Reinforcement Learning with a course end project.
    - 2 Capstone projects to be complete to get the Masters Awarded.
* **Please visit my linked in to see all my course completion certificates.**
  + [**linkedin.com/in/nikhil-g-1bb80a156**](linkedin.com/in/nikhil-g-1bb80a156)
* **Please visit my GitHub page to view sample code.** 
  + [**https://github.com/Nikhilgrao1**](https://github.com/Nikhilgrao1)
* **Please Visit the Below link for my portfolio**
  + [**https://nikhilgrao1.github.io/sobha.github.io/portfolio/**](https://nikhilgrao1.github.io/sobha.github.io/portfolio/)
* Good understanding of
  + KAIZEN
  + LEAN
  + SIX SIGMA
* Languages known
  + English (Advanced)
  + Hindi (Advanced)
  + Kannada (Advanced)
* Hobbies
  + Football.
  + Running.
  + Cooking.
  + Travelling.

**\*\* I’m an Indian citizen and have a work permit for UAE. \*\***

I, here by confirm that all the details mentioned above are true to the best of my knowledge.

# DATE: /06/2022 NIKHIL.GANGADHARAPPA

**PLACE: Dubai**