Nimmy S.P

Portfolio | spnimmy@gmail.com | 8637434187 | Github | Linkedin

EDUCATION

GURU NANAK COLLEGE
Master of Computer Applications
Oct 2022 - Present | Chennai
CGPA: 8.0

EXPERIENCE

DXC TECHNOLOGY | Senior Support Technician
Dec 2021 - Dec 2022 | Bangalore

- Orchestrated comprehensive HPSM report validation, ensuring 100% accuracy rate and slashed resolution time by 20%.
- Achieved a 95% resolution rate for Active Directory requests with-in SLA,which resulted in 15% increase in user satisfaction.
- Streamlined remote support for various clients, resolving high-priority issues.
- Successfully handled multiple mailboxes, ensuring an 98% response rate within the agreed-upon time frames.

INTERNSHIPS

KPMG INTERNATIONAL | Data Analytics Consulting Intern
Apr 2023 - Jun 2023 | Virtual

- Executed thorough data cleaning, resulting in a significant 95% reduction in duplicates and inconsistencies.
- Ensured timely data readiness for analysis, Attained a 20% increase in efficiency.
- Executed practical tasks in data insights and presentation using Tableau, Which resulted in a visually compelling dashboard.

PROJECTS

NETFLIX DATA ANALYSIS USING JUPYTER
Python, ML Frameworks(Pandas), Data Analysis Libraries
Chennai | Mar 2023

- Conducted EDA on Netflix data, processed 100,000+ records extracting actionable insights that directly contributed to a 20% decrease in decision-making time.
- Improved model accuracy by 25% through iterative testing and refinement of visualisations using Matplotlib and Seaborn.
- Leveraged charts revealing nuanced audience preferences.

SALARY PREDICTOR USING ML
Python, ML Algorithms and Frameworks,Flask
Chennai | Dec 2023

- Developed a Python ML model predicting salaries with 90% accuracy.
- Evaluated using mean squared error and R-squared metrics.Implemented scikit-learn for model development.
- Compared regression and decision tree models,finding the decision tree model achieved a 5% higher prediction accuracy.
- Integrated HTML and Flask to create a user-friendly web application for running the salary prediction model.

BOOK RECOMMENDATION SYSTEM
Python,ML,Collaborative Filtering,HTML,Flask,Heroku
KG Data Solutions | Jan 2024-Present

- Implemented a book recommendation system using Python in Jupyter and deployed on Heroku with an intuitive HTML user interface.
- Fine-tuning collaborative filtering algorithms for a 95% accuracy rate in predicting user preferences.

SKILLS AND TOOLS

Proficient: Python, Jupyter, ML Frameworks (Scikit-Learn, TensorFlow),Data Mining,MySQL.
Intermediate: C++, HTML/CSS, Flask.
Visualization Tools: Tableau, Power BI, Excel.
Support Tools: HPSM, ServiceNow, RDP.
Other Skills: Canva, Microsoft Tools, LaTeX.
Soft Skills: Communication, Adaptability Leadership, Teamwork.

ACHIEVEMENTS

- DXC Performer of the month Feb 2022 with outstanding incident resolution and 15% boost in user satisfaction with particular recognition for best professional etiquette.
- Awarded merit scholar at Karunya University for the year 2021.

CERTIFICATIONS

- Data Science for Beginners (Board Infinity, NASSCOM, 2023),
- Data Analyst using Python (GitHub Data Camp, 2023).
- Python Essentials (Cisco Networking Academy, 2023).
- SQL Training (DSRC Klassakt, 2023).

AFFILIATIONS

- Core member of the Journalism club, contributed to various university events in 2020.
- Member of the Arts and Literary Club-2020.
- Currently an active member of the Student Association.