NISHANTH THIYAKARAJAN

Machine Learning Engineer / Data Scientist

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PROFESSIONAL SUMMARY

Experienced engineer and Application Support analyst with 3+ years of experience, now transitioning into machine learning and data analysis. Proficient in Python for data manipulation, model development, and advanced analytics, with strong expertise in SQL. Proven ability to resolve technical issues, data processing, and extract actionable insights. Eager to leverage technical skills as a ML Engineer, Data Analyst, or Business Analyst role. Committed to enhancing data-driven decision-making and driving innovation.

PROFESSIONAL EXPERIENCE

Application Technical Support Analyst, AgileServ Solutions — June 2023 - June 2024

- Led the resolution of technical issues for over 10 critical applications, improved data accuracy and boosted system performance.
- Successfully migrated user, machine, and plant data from SFOL (ShopFloor Online) version 5 to version 7, ensuring smooth operation by coordinating with the plant managers and taking full responsibility as the application admin.
- Delivered L1 and L2 support for the newer version of the SFOL application, resolving technical issues and maintaining continuous functionality to support production and quality assurance processes.
- Efficiently managed and resolved over 200 ServiceNow tickets, cutting issue resolution times by 10% and ensuring smooth data integration and application installations.

Assistant System Engineer, Tata Consultancy Services (TCS) — May 2021 - June 2023

- Managed Clarity PPM databases and Data Warehouses, executing SQL/PLSQL queries for data extraction and report generation.
- Resolved 200+ ServiceNow tickets, cutting resolution times by 10% and ensuring smooth data integration and application installations.
- Managed daily scheduled jobs on servers using Putty and WinSCP, and updated clients on job status, while handling weekend, month-end, and year-end activities.
- Participated in application upgrades and raised change requests, securing CAB clearance for enhancements and new features.

PROJECTS

Commonwealth Bank Introduction to Data Science Job Simulation on Forage — August 2024

- **Description:** Joined job simulation for CWB's DS team, to showcase my skills in data engineering, privacy compliance, social media analysis, and database design for data-driven decision-making.
- **Tools**: Twitter API's, Microsoft Excel, Statistics, Structed and Unstructured Data.
- **Result:** Completed a job simulation for Commonwealth Bank's Data Science team, showcasing proficiency in data engineering pipelines, data privacy compliance, social media analysis, and database design.

Accenture North America Data Analytics and Visualization Job Simulation on Forage — August - 2024

- **Description**: Work to complete a Data Analyst simulation at Accenture, advising a social media client by cleaning, modelling, and analysing 7 datasets to uncover content trends and inform strategic decisions.
- **Tools**: Microsoft Excel, PowerPoint.
- **Result**: Successfully cleaned, visualized, and modelled the data and advised the client with the current trends in the market to make the decisions.

Sentiment Analysis (NLP) — August - 2024

- **Description**: Analysed a Sentences by performing cleaning and building the Model with Python. Used SentimentIntensityAnalyzer from nltk and done the hyper parameter Tuning to get the best result possible.
- **Tools**: Python (Numpy, Pandas, Matplotlib, Sklearn, nltk, Spacy,).
- **Result**: Successfully cleaned, modelled the data to predict the sentence was a good or bad review. Also, Got better results with tuning the hyper parameter.

YouTube Data Scraping Project — July - 2024

- **Description**: Scraped YouTube channel data using the Google API, stored it in MongoDB, and manipulated it with Pandas. Data was then transferred to AWS PostgreSQL for storage.
- **Tools**: Python (Pandas, NumPy), MongoDB, PostgreSQL, AWS, Google API.
- **Result**: Successfully managed data scraping, storage, and retrieval across NoSQL and SQL database

SKILLS

Technical Skills: Machine Learning, Supervised Learning, Unsupervised Learning, Ensemble Techniques, Data manipulation, Data cleaning, Data Visualization, Data Distributions, Hypothesis Testing, Binary Search, Python, DBMS, MySQL, MongoDB, PostgreSQL, API's, AWS, SDLC, PowerBI, Tableau, SharePoint, Wiki Pages, ServiceNow, HTML, CSS, Unix, Shell scripting, GitHub, Clarity PPM, Object-Oriented Programming, Discrete Maths, Data Structures and Algorithms, Operating Systems, Information Retrieval, Image Processing, Citrix, Adobe Applications(PhotoShop, Illustrator, InDesign, Lightroom, AfterEffects, Premiere Pro, Media Encoder).

Soft Skills: Communication, Teamwork, Leadership, Problem-Solving, Adaptability, Critical Thinking, Time Management, Conflict Resolution, Attention to Detail, Decision Making, Customer Success.

INTERNSHIP

- Pantech Solutions Pvt Ltd   Mar 2021 – May 2021

  Coursework: Worked on the Gathering the data from different sources in the excel format and done the done the data cleaning activities to get the insights from the data. Worked on basic SQL Queries and also with the Power BI for data cleaning activities.

CERTIFICATIONS

- ✓ Machine Learning Engineer – **Google***   Pursuing*
- ✓ Basics of Machine Learning - **Great Learning**   August - 2024
- ✓ Completed Incident Management Certification - **Pluralsight**   August - 2024
- ✓ ITIL Certification - **TCS**   September – 2022

AWARDS

- ➢ Best Performer for Quarter - Associate (B-Band), **TCS**   June - 2022
- ➢ Best Performer for Month - Trainee, **TCS**   September – 2021

EDUCATION

Kongu Engineering College   **2017 - 2021**

Bachelor of Engineering - Computer Science   **7.6 CGPA**