

# Siva Kumar

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## Professional Profile

Analytical and motivated Data Science professional with a strong foundation in Python, SQL, and machine learning. Skilled in data cleaning, feature engineering, model building, and data visualisation using tools such as Pandas, scikit-learn, and Power BI. Passionate about translating complex data into actionable insights that support informed business decisions. Known for curiosity, precision, and a continuous learning mindset, with proven experience in troubleshooting, analytical projects, and collaborative problem-solving in technical environments.

## Key Skills Summary

### Technical Skills

**Languages:** Python, SQL

**Libraries:** Scikit-learn, Pandas, NumPy, TensorFlow, PyTorch, Matplotlib, Seaborn

**Database:** PostgreSQL, SQLite, MySQL

REST API, Web scrapping

**Machine Learning techniques:** Classification, Regression

### Personal Attributes

Analytical and curious thinker

Problem solving mindset

Continuous learner

Detail-oriented and methodical

Passion for data quality and best practices

## Achievements

- Proactively observed and learned debugging techniques from the IT team, enabling independent resolution of recurring issues and reducing store downtime.
- Systematically reorganised existing stock to optimise space and accommodate new inventory efficiently.
- Enhanced fruit-picking accuracy as a second checker, improving overall team productivity by 80%
- Supported store management and staff with clerical and back-end tasks such as inventory management, allowing the floor team to prioritise customer service and revenue generation.

## Professional Experience

IT Support Analyst (Voluntary)

April 2022 - Present

APG and Co Pty. Ltd., Sydney

- Efficiently provided first-level troubleshooting and user support for staff across hardware and software issues, reducing downtime due to such errors by over 200%
- Accurately assisted with device setup, software installations, and email configuration for new and existing users, decreasing time taken for set-ups by 80%
- Promptly coordinated with internal IT teams to escalate and resolve advanced technical issues

## Notable Projects

### Car Insurance Risk and Age Prediction

- Data Science project to predict insurance risk based on customer age using ML models with Python, scikit-learn, SMOTE sampling, feature engineering, regression and classification.
- Pre-processed data, engineered features, balanced dataset with SMOTE, built ML models.
- Achieved 85% accurate predictions.
- Gained strong foundation in classification, regression, sampling techniques, and building ML pipelines.

## Professional Development

### **IT Professional Year Programme (ACS)**

*Performance Education, Sydney, NSW*

*May 2025 - Present*

- Trained in Australian Business Culture, industry practices, technical communication and presentation skills.
- Gaining practical experience to enhance employability in the IT sector

## Education

### **Masters in Information Technology**

*University of New South Wales*

*Feb 2023 - Mar 2025*

Relevant subjects: Data Services Engineering, Big Data Management, Database Management System, Database Implementation

### **Bachelors in Electronics Engineering**

*Singapore University of Social Sciences*

*Jan 2015 - Mar 2020*

## Certification

### **SAP-ERP**

*Lithan Hall Academy Pte Ltd, Singapore*

*2019*

## Interest and Hobbies

- Learning about technologies in other IT sectors
- Study aviation incident case studies to learn human factors, risk management, Crew Resource Management and problem-solving.

## Reference

Available on request