

# Pankaj Kumar

Data & Business Analyst

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Tech-driven professional with **5+ years** of experience in **operations, data analytics**, and **process optimization**, now focused on **Cloud Systems Administration** and **Front-End Development**. Microsoft Certified: Azure Fundamentals (AZ-900) with hands-on understanding of **Cloud infrastructure, Networking, System administration**, and **Technical support**. Proficient in **HTML, CSS, JavaScript, SQL, and Python**, with a strong interest in **Automation** and **web-based solutions**. Holding a **Diploma in Data Analytics**, combining **Analytical thinking** with **Technical problem-solving** to **Troubleshoot, optimize, and enhance system performance**. Passionate about **cloud computing, DevOps practices**, and **modern web technologies**, continuously learning to stay **Future-ready in IT**.

**Skills-** Microsoft Azure, Cloud Infrastructure, Networking, System Administration, Technical Support, HTML, CSS, JavaScript, React, SQL, Python, MongoDB, Power BI, Troubleshooting, Data Analytics, Process Optimization

## Work History - total Experience - **6.1 years**

### Genpact, Assistant Manager - Lucknow

July 2025 - Till Now

#### **My responsibilities** -

- Managed US P&C insurance operations ensuring accuracy, compliance, and timely delivery.
- Analyzed process data and reports to identify trends and drive performance improvements.
- Collaborated with onshore teams to resolve issues and streamline operational workflows.
- Supported automation and digital initiatives to enhance efficiency and reduce manual effort.
- Provided technical and operational support ensuring smooth process execution and compliance.

### Bajaj Allianz General Insurance, Deputy Manager - Lucknow

Mar 2024 - July 2025 (1 Years 4 Months )

#### **My responsibilities** -

- Managed sales operations across **8** HDFC Securities Bank branches, driving revenue growth through lead generation. streamlined **KYC verification** procedures.
- Delivered customized insurance solutions, improving customer retention by **70%**.
- Implemented data-driven sales tracking, improving team efficiency by **80%**.

### Kotak General Insurance, Assistant Manager - Lucknow

Feb 2022 - Feb 2024 ( 2 Years)

#### **My responsibilities** -

- Led operations across **105+** sales staff in UP region for Kotak Mahindra Bank.
- Optimizing general insurance query handling and contributing to a **75%** increase in repeat business through data-driven solutions and process improvements.
- Managed end-to-end policy issuance process. streamlined **KYC verification** procedures.

## HDFC Ergo General Insurance, Associate - Lucknow

Sep 2019 - Feb 22 (2 Years 6 Months)

### **My responsibilities -**

- Developed and maintained a detailed **MIS** to analyze and track the daily performance of **23 bank** branches, providing data-driven insights that resulted in a **55 %** improvement in operational efficiency and performance metrics.
- Collaborated with Branch Managers and Zonal staff to set performance targets, utilizing trend analysis and forecasting to drive a **90%** achievement rate, optimizing branch operations and goal alignment.

## **Projects**

### **Tic Tac Toe Game**

**Tech Stack:** HTML | CSS | JavaScript | GitHub

**Overview:** Developed an interactive Tic Tac Toe web game to strengthen front-end logic and DOM manipulation skills.

#### **Key Highlights:**

- Implemented real-time win detection and dynamic game flow using JavaScript.
- Designed a responsive UI with CSS Grid and Flexbox for smooth user experience.

**Impact:** Improved understanding of JavaScript logic, event handling, and responsive web design.

### **Stone-Paper-Scissors Game**

**Tech Stack:** HTML | CSS | JavaScript | GitHub

**Overview:** Built a fun and engaging Stone-Paper-Scissors game to apply core JavaScript logic and UI animation.

#### **Key Highlights:**

- Designed random choice and score tracking logic for human vs computer play.
- Styled using CSS animations for interactive user experience.

**Impact:** Enhanced skills in JavaScript fundamentals, DOM manipulation, and front-end interactivity.

### **Currency Converter Web App**

**Tech Stack:** HTML | CSS | JavaScript | REST API | GitHub

**Overview:** Created a responsive Currency Converter fetching live exchange rates via public APIs.

#### **Key Highlights:**

- Integrated REST API calls for real-time currency conversion.
- Designed a modern, user-friendly interface with input validation and error handling.

**Impact:** Strengthened practical knowledge of API integration, asynchronous JavaScript, and UI design.

## Play Store App Review Analysis

**Tech Stack:** Python | Pandas | NumPy | Matplotlib | Seaborn | Scikit-learn | Jupyter Notebook

**Overview:** Analyzed Google Play Store app reviews to uncover user sentiment, preferences, and improvement areas.

### Key Highlights:

- Collected and cleaned data from APIs and Kaggle datasets.
- Performed EDA, feature engineering, and statistical testing to derive insights.

**Impact:** Developed strong skills in data analysis, visualization, and sentiment interpretation using Python.

### Technical Skills & Personal Skills

- **Cloud Platforms:** Microsoft Azure (AZ-900 Certified)
- **IT Skills:** Cloud Infrastructure, Cloud Systems Administration, Networking, System Administration, Technical Support, DevOps Practices
- **Programming & Web Technologies:** HTML, CSS, JavaScript, SQL, Python
- **Data & Analytics:** Data Analytics, Process Optimization, Data Interpretation, Troubleshooting, Performance Optimization
- **Tools & Concepts:** Automation, Web-Based Solutions, System Efficiency, Problem Solving

### Certification/Training/Workshop

- **Prompt Engineering ChatGPT Complete Guide:Mid Journey, ChatGPT 4 & More** ([Udemy](#))
- **Generative AI, from GANs to CLIP, with Python and Pytorch** ([Udemy](#))
- **Microsoft Certified Solutions Associate (MCSA)** ([UPTEC Computer Consultancy Limited](#))  
Installing and Configuring Windows Server 2012, Aug 2016 - Nov 2016  
Administering Windows Server 2012, Nov 2016- Feb 2017  
Configuring Advanced Windows Server 2012, Services, Feb 2017- May 2017
- **Diploma In Computer Hardware And Networking** ([UPTEC Computer Consultancy Limited](#)) Aug 2016- Aug 2017  
Study of maintenance kit, computer peripheral, reassembling computer system, Disk drive performance, File system, unlock USB port, speaker, web camera.
- **Course on Computer Concepts (CCC) | Government of India - NIELIT** 2015 April

### Education

**Postgraduate Program in Data Science and Analytics Imarticus Learning Lucknow | Data Science,** Jun 2023 - Mar 2024

**Gautam Buddha University, Greater Noida** (Master in Business Administration,**MBA**)

Specialized in Marketing and HR, Jun 2017 - Aug 2019

**CSJM University, Kanpur | Chhatrapati Shahu Ji Maharaj University (B.SC)**

Specialized in zoology, Botany, Chemistry, Apr 2014 - May 2016

**St Xavier Public Inter College Lucknow,**

- Intermediate July 2010 - June 2012

- High School July 2009 - June 2010

[Pankaj Kumar]