



Pikul Kumar

Junior Associate IT

To work in an environment in which I can apply my knowledge and skills for the enhancement of my career and betterment of the organization.

✉ pikulrajput14@gmail.com

☎ 9634754442

📍 Dhampur

WORK EXPERIENCE

Office 365 Administrator Publicis Sapient

07/2019 - Present

Gurgaon

Achievements/Tasks

- Working on tickets assigned through Service Now tool.
- Analyzing the aged tickets and find a probable reason for delay and corrective plans to maintain the SLA.
- Collaborating and coordinating with teams in Europe and America to discuss on the various on-going projects and issues.
- Working on mail flow, mail trace, release stuck mails etc.
- Managing or resolving things using Powershell script.
- Providing best technical support for any issue related to Exchange Online, office365, Outlook 2016 etc.
- Management and administration of Users mailboxes, Shared mailboxes, Distributions list and CR rooms.

EDUCATION

Bachelor of Technology

Accurate institute of management and technology, Greater Noida, UP

72%

Courses

- Computer Science

Intermediate

Priyanka Modern Sr. Sec. School, Dhampur

74%

High School

Priyanka Modern Sr. Sec. School, Dhampur

8-cgpa

SKILLS

Python

Data Analysis and Visualization using python libs(Pandas , Numpy, Matplotlib and seaborn)

Statistic

Machine Learning

SQL

Power BI

Tableau

Azure

PERSONAL PROJECTS

Sales-Insights Project

- Performed India based hardware company sales insights - A Data Analysis project.
- Developed ETL mappings using SQL to extract the data from unstructured data and transformed it to the staging area to conduct data cleaning and design star schema data model on Tableau.
- Developed a Tableau dashboard to perform analysis, producing quantitative visualizations in Tableau to draw valuable insights based on different parameters affecting the company performance year on year and further provide business solutions.

Data Capstone Project

- Analyses the frequencies of emergency 911 calls, This project is developed on a Jupyter notebook using Python with Numpy and Pandas data analysis libs along with Matplotlib and Seaborn data visualization libs. The dataset is used from Kaggle for analysis.
- In this we were able to practice many different visualization techniques while exploring this dataset. We used pandas to create DataFrames and sift through our data, reorganizing, extracting and graphing important data categories that we want to visualize. For dataset we found the EMS-related calls represents the most 911 calls, followed by traffic and then fire.

ACHIEVEMENTS

Python for Data Science from Udemy

Data Science Bootcamp from Udemy

Introduction to Machine Learning from NPTEL - IIT Kharagpur

Azure Fundamentals - Microsoft

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Watching Cricket

Listening Music