Roohi Firdous

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PROFESSIONAL SUMMARY

Results-oriented software developer with experience in implementing software solutions. Proficient in PL/SQL, R and Python, with a strong foundation in data manipulation and data visualization. Demonstrated ability to analyse complex problems and communicate findings effectively. Eager to apply programming expertise in software development to drive data centric solutions for business growth.

EDUCATION

AEC, Artificial Intelligence and Machine Learning | Jan 2022-Jul 2023
Ascent College of Technology, Montreal, QC
Relevant Coursework- Deep Learning (CNN, RNN), Natural Language Processing, Data preprocessing, Model Evaluation and Hyperparameter Tuning

Bachelors of Technology, Computer Science and Engineering |Jun 2013- Aug 2017
CMR Engineering College, Hyderabad, India

WORK EXPERIENCE

Customer Service Specialist | Dec 2022 - Present
IO Solutions Contact Centre, Montreal, QC
- Actively listened to customers and addressed concerns promptly.
- Increased customer satisfaction from 70% to 90% within eight months.
- Implemented a customer loyalty program boosting customer retention by 27%.
- Maintained customer satisfaction at 90% with advanced strategies, focusing on addressing customer needs and resolving concerns.

Cashier | Apr 2022 – Dec 2022
Fruiterie Anka, Montreal, QC
- Accurate cash handling, processing sales transactions and change distribution.
- Monitoring inventory levels, verifying prices and reporting discrepancies. End-of-shift cash register balancing.
- Multitasking during peak hours and maintaining professional customer relations.

Software Developer | Aug 2017- May 2019
ADP Private Limited, Hyderabad, India
- Developed efficient PL/SQL queries, functions, stored procedures, views, and indexes that reduced data retrieval times by 25%.
- Enhanced performance of complex SQL queries, achieving a 30% reduction in execution time.
- Modernized legacy codebases, leading to a reduction in operational costs.
- Designed and executed comprehensive test strategies, resulting 5% reduction in post-release defects.
- Produced detailed technical documentation for forms and report design and implementation.
- Collaborated on production support and authorized code enhancements, contributing to increased system stability
- Implemented Agile practices while working such as working in sprints and attending scrum meetings.
- Demonstrated proficiency in both Linux and Windows operating systems.

PROGRAMMING LANGUAGES

- Python
- PL/SQL
- PYSPARK
- R-Language
- JAVA
- HTML & CSS

TECHNICAL SKILLS

- **Visualization**: Microsoft Excel, PowerBI
- **IDEs:** Jupyter Notebook, PyCharm, SQL Workbench, IntelliJ, Visual Studio
- **Packages known:** NumPy, Pandas, Matplotlib, Scikit, TensorFlow, PyTorch, Keras
- **Data Analysis:** Reinforcement Learning, ML Models, Classification, Time series analysis, Regression, Computer Vision.

PROJECTS

- Generate Captions for Images - Deep learning model using Vision Transformer and PyTorch to automatically generate descriptive captions for images, bridging computer vision and natural language processing.
- Data Cleaning and Exploratory Data Analysis - This Data Science project aims at analysing daily YouTube trending videos dataset.
- Recommendation System for Books - Implemented book recommendation system using machine learning and collaborative filtering techniques to provide personalized book recommendations to users based on their reading preferences.
- Fake News Detection - Developed machine learning based fake news detection system, to automatically identify and classify fake news, articles and misinformation.
- Data Analysis with SQL-Conducted comprehensive data analysis using SQL on European Soccer Database to extract valuable insights and trends from player statistics, team performance and match results

CERTIFICATIONS

- Google Career Certificate- Data Analytics

ACCOMPLISHMENTS

- Completed over 100 LeetCode and HackerRank challenges in SQL and Python.
- Collaborated in the development of i – CMREC Smart app.
- Received an appreciation award for speaking at Hyderabad NULL Chapter Meet on computer security.

PERSONAL SKILLS

- Excellent communication and active listening skills.
- Attention to detail and ability to handle high- pressure situations.
- Proven team collaboration and professionalism.