

# SANTHOSH R

*Data analyst*



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☎ +91-9524393923 🔗 Portfolio

🌐 LinkedIn 🐙 Github

📍 Coimbatore, India

## SKILLS

**Programming Languages** —  
Python | SQL | HTML | CSS | Django

**Data Visualization** — PowerBI |  
Tableau | Streamlit | Plotly

**Database** — MySQL | Oracle SQL |  
MongoDB

**Tools** — SAP | Excel & Google  
Sheets | Github | Cisco Jabber | C4C  
| Athena | Salesforce

## EDUCATION

**IIT-M Advanced Programming  
Professional & Master in Data  
Science, IIT-M GUVI**

November 2023 – April 2024  
Chennai, India

**Master of Science -  
Environmental Science, PSG  
COLLEGE OF ARTS & SCIENCE**

June 2020 – June 2022  
Coimbatore, India

## PROFILE

Highly analytical and process-oriented data analyst with in-depth knowledge of database types, research methodologies, and big data capture, curation, manipulation, and visualization. Proficient in statistical analysis, quantitative analytics, and predictive modeling. Skilled in Excel, SQL, Tableau, and Python. Strong critical thinking, problem-solving, and communication skills. Proven ability to interpret complex data and deliver actionable business insights.

## PROJECTS

### Singapore Resale Flat Prices Prediction 🔗

- Developed price prediction model for resale flat prices in Singapore using Python, emphasizing Data wrangling, Exploratory Data Analysis (EDA), Model building, and Deployment.
- Predicted resale flat prices to assist homebuyers, sellers, and investors in making informed decisions and optimizing property transactions.
- Deployed the predictive model through a user-friendly interface to visualize predictions and insights, enhancing accessibility for stakeholders.

**Key Skills** - Python scripting, Data Wrangling, EDA, Model Building, Model Deployment

### Employee Attrition Prediction Model 🔗

- Developed a predictive model for employee attrition using Python, focusing on Data Wrangling, Exploratory Data Analysis (EDA), PowerBI for visualization, Model building, and Deployment.
- Predicted employee attrition to assist HR departments in proactive retention strategies and workforce planning.
- Conducted EDA to identify factors influencing employee attrition, such as demographics, job satisfaction, performance metrics, and tenure.

**Key Skills** - Python scripting, Data Wrangling, EDA, PowerBI, Model Building, Model Deployment

### YouTube Data Harvesting and Warehousing using MongoDB, SQL and Streamlit 🔗

- Developed a comprehensive system for Harvesting and warehousing YouTube data, integrating SQL, MongoDB, and Streamlit for efficient data management and visualization.
- Aim to streamline Data collection, storage, and visualization processes, enabling real-time insights and improved decision-making for content strategy optimization.

## Batchelor of Science - Microbiology, PSG COLLEGE OF ARTS & SCIENCE

June 2017 – May 2020 |  
Coimbatore, India

## CERTIFICATES

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**Data Visualization with  
matplotlib in python**  
IIT-M GUVI, Chennai

**Advanced Data Visualization  
using PowerBI**  
IIT-M GUVI, Chennai

**Non-Technical Skills of  
Effective Data Scientists**  
LinkedIn

## MORE PROJECTS

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**1 . PhonePe Pulse Data  
Visualization and  
Exploration** [↗](#)

**2. BizCardX - Extracting  
Business Card Data with  
OCR** [↗](#)

**3. Airbnb Analysis** [↗](#)

**4. Industrial Copper Price  
Prediction** [↗](#)

**5. My Portfolio** [↗](#)

- Designed and developed interactive dashboards in Streamlit to visualize key metrics and trends, making data accessible for all users.

**Key Skills:** Python Scripting, MongoDB, SQL, Data Visualization

## EXPERIENCE

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### **Sr. Customer Service Associate, VWR LAB PRODUCTS**

October 2022 – August 2023 | Coimbatore, India

- Monitored flagged customer accounts, reducing ongoing issues by 20% through innovative solutions.
- Handled customer inquiries and complaints, leading to a 15% increase in overall customer satisfaction.
- Collaborated with teams, improved delivery efficiency by 25% through streamlined solutions.
- Trained new team members, enhanced service techniques, and reduced onboarding time by 20%.
- Contributed to quality assurance, increased overall team performance by 15% through insightful scoring and feedback.

### **Customer Service Associate, VWR LAB PRODUCTS**

April 2021 – September 2022 | Coimbatore, India

- Spearheaded and implemented customer service initiatives, achieving a significant 25% reduction in wait times.
- Managed a substantial daily customer volume, contributing to a 15% increase in positive feedback.
- Responded promptly to customer requests, delivering excellent support and personalized recommendations.
- Optimized internal software, resulting in a notable 20% improvement in issue resolution efficiency.

### **Jr. Customer Service Associate, VWR LAB PRODUCTS**

May 2020 – March 2021 | Coimbatore, India

- Processed, scheduled and executed customer quotations for both new and established clients.
- Acquired and maintained an in-depth understanding of product and service information.
- Offered knowledgeable and educated responses to diverse customer inquiries, ensuring a high level of customer satisfaction