Santhosh R

Data Analyst

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in LinkedIn   🔗 Portfolio

○ Github   📞 +91-95243 93923

SKILLS

Algorithms — Machine Learning | Deep Learning | Exploratory Data Analysis

Database — MySQL | Oracle SQL | MongoDB

Data Visualization — PowerBI | Tableau | Streamlit | Plotly

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

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

EDUCATION CREDENTIALS

IIT-M Advanced Programming Professional & Master in Data Science
IIT-M GUVI ✎
11/2023 – 04/2024 | Chennai, TN, India

Master of Science - Environmental Science
PSG COLLEGE OF ARTS & SCIENCE ✎
2020 – 2022 | Coimbatore, TN, India

Bachelor of Science - Microbiology
PSG COLLEGE OF ARTS & SCIENCE ✎
2017 – 2020 | Coimbatore, TN, India

CERTIFICATES

Agile Fundamentals ✎
IIT-M GUVI, Chennai

Project Management Fundamentals ✎
IIT-M GUVI, Chennai

Data Structures & Algorithms using Python ✎
IIT-M GUVI, Chennai

PROFILE SUMMARY

Enthusiastic & analytical Data Analyst with foundational understanding of Data analytical principles. Known for attention to detail, problem-solving abilities, & strong aptitude for numbers. Experienced in handling & interpreting data to uncover insights that support Decision-Making. Ready to apply academic knowledge in a professional setting, continuously learn & adapt to new tools & techniques to contribute effectively to Data-Driven projects & organizational objectives.

PROJECTS

Airbnb Analysis ✎
Key Skills - Data Preprocessing, , EDA, Streamlit, MongoDB, PowerBI
- Analyzed Airbnb data to uncover Trends, Patterns, and Insights that inform Business strategies and optimize user experience.
- Conducted comprehensive analysis of Airbnb data using Python Data Analytics by Pandas & Numpy, Streamlit, Dataset from MongoDB, and PowerBI to derive insights and enhance Decision-making insights.

Employee Attrition Prediction Model ✎
Key Skills - Python scripting, PowerBI, Render, Classification Trained Machine learning Model
- Developed a predictive model of **100% accuracy** for Employee attrition using Python scripting, focusing on Data Wrangling, Exploratory Data Analysis (EDA), Model building & Deployment. PowerBI for visualization.
- Conducted EDA to identify factors influencing Employee Attrition, such as Demographics, Job satisfaction, Performance metrics, and Tenure.

Singapore Flats Resale Price Prediction ✎
Key Skills - Python scripting, Data Wrangling, EDA, Regression Trained Machine Learning Model
- Developed price prediction model for resale flat prices in Singapore using Python Scripting, emphasizing Data wrangling, Exploratory Data Analysis (EDA), Model building, and Deployment.
- Deployed the predictive model of **98% accuracy** through a user-friendly interface to visualize predictions and insights, enhancing accessibility for stakeholders.

PROFESSIONAL EXPERIENCE

Sr. Customer Service Associate | VWR Lab Products ✎
10/2022 – 08/2023 | Coimbatore, TN, 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
05/2020 – 09/2022 | Coimbatore, TN, 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.