

Shivam Gupta

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PROFESSIONAL SUMMARY:

Motivated and detail-oriented recent Computer Science graduate with hands-on experience in data analysis and a solid foundation in programming languages such as Python. Skills include Excel and Power BI, demonstrated through a capstone project that developed innovative solutions for local businesses. Eager to contribute to a dynamic tech team and grow within a data-driven environment.

WORK EXPERIENCE:

Muthoot Finance - Application Support Engineer

June 2024 – Present

- Utilized CRM and CBS Software systems to enhance operational efficiency and provide technical support.
- Responsible for troubleshooting issues related to system performance and user inquiries, ensuring quick resolution and minimal downtime.
- Employed Excel formulas to clean and analyze data, ensuring accuracy and consistency in reporting.
- Created dynamic charts and visualizations in Excel to present data insights, aiding in decision-making.
- Developed and maintained documentation for system processes and user guides, facilitating knowledge sharing and training within the team.

PERSONAL PROJECTS:

[Text Analysis](#)

May 2024 - Jun 2024

The objective of this code is to extract textual data articles from the given URL and perform text analysis to compute variables like Average Sentences Length, Average Words Per Sentence etc.

[House Price Prediction Using Linear Regression](#)

Cleaned the data using Python (NumPy, Pandas) and Performed Linear Regression to find the Price of the Houses.

SKILLS:

Data Analysis Skills: Data Cleaning, Data Processing, Data Visualization,

Programming Languages: SQL, Novice level knowledge of Python

Data Visualization Tools: Novice level knowledge of Microsoft Power BI

Platforms: MySQL, Microsoft Visual Studio Code, PyCharm, Jupyter Notebook

Microsoft Office: Excel, PowerPoint, Word

CERTIFICATION/ACHIEVEMENTS:

- Data Analysis with Microsoft Excel** – Provided by Great Learning
- Hacker Rank SQL Assessment** – Achieved Intermediate Level
- IBM Data Fundamentals** – Provided by IBM

EDUCATION:

Qualification	Institute/Board	Year of Passing	%/CGPA
MCA	Galgotias University	2024	8.84
B.Sc. (CS)	Maharishi University of Information Technology	2022	76.4 %
Intermediate	C R C G Inter College Bhira Kheri	2019	68.4 %
High School	C R C G Inter College Bhira Kheri	2017	74.83 %

SOFT SKILLS:

Quick Learner, Teamwork, Problem-Solving, Adaptability, Time Management, Critical Thinking, Creativity