

# Shubham Chandra

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## WORK EXPERIENCE

### IMS Learning Resources

Senior Data Analyst

India

Sep 2021 - Dec 2022

- Led a team of 7 in enhancing user engagement by 35% by designing and implementing a sentiment analysis-based feedback system using Python and AWS. Successfully integrated CI/CD pipelines, ensuring full GDPR compliance and robust data governance.
- Drove annual client portfolio growth by 26% for 41 institutional clients through strategic use of business intelligence tools and AWS RDS for data storage, complemented by data-driven insights from Tableau reports.
- Increased admissions by 17% in Q2 2022 by introducing new examination preparation services based on market research and data analysis via AWS Quicksight, addressing the evolving needs of the post-COVID education sector.
- Expanded operational footprint to over 20 locations, achieving a 15% market share increase, by employing Python for geospatial analysis and leveraging AWS S3 for extensive data-driven location intelligence.
- Enhanced team productivity by 30% by fostering a collaborative work environment using Scrum methodologies, supported by JIRA, Confluence, and CRM tools for project management, knowledge dissemination, and customer relationship management.

Data Analyst

June 2019 - Aug 2021

- Automated 50+ dashboards, increasing course selections by 19% by implementing advanced SQL and Python ETL (Extract Transform Load) processes on AWS, enabling real-time academic performance insights.
- Refined financial decision-making precision by 27% by creating Excel VBA and Tableau-based financial reports and using statistical models to predict fiscal outcomes.
- Improved organizational decision-making efficiency by 9% by optimizing database performance, integrity, and security with T-SQL on Microsoft SQL Server Management Studio.

### Trellisys.Net (Internship)

Automation Tester

India

Sep 2018 - Dec 2018

- Upgraded product quality by detecting and correcting over 25 critical bugs in collaboration on a Selenium WebDriver and TestNG automation framework, raising system reliability.

### Tata Communication Ltd (TCL) (Internship)

IT & Cloud Consultant

India

May 2017 - July 2017

- Improved client issue resolution rates by 15% through strategic IT and cloud consulting combined with advanced CRM integration, enhancing service delivery for high-profile clients like ISRO and ACT Broadband.

## TECHNICAL SKILLS & CERTIFICATES

- Languages, Tools, and Services: Python, R, SQL (PostgreSQL, MySQL), AWS (EC2, S3, RDS, Lambda), Tableau, Power BI, MS Excel, Jira, Apache Spark, Jupyter Notebook, Git, Hadoop
- Data Science & Analysis: Libraries (NumPy, Pandas, Scikit-learn, Matplotlib, PyTorch, TensorFlow), Statistical Techniques (Hypothesis Testing, ANOVA, t-tests, A/B Testing, Regression Analysis), Requirements Analysis, Process Improvement, Model Development, Supervised and Unsupervised Machine Learning Algorithms
- Methodologies and Skills: Agile, Scrum, Database Management, Data Warehousing, CI/CD Pipeline, Pattern Recognition, Leadership, Teamwork, Effective Communication, Stakeholder Management
- Certificates: Udemy Data Analytics Essentials with Power BI, Scrum Master Certification & Agile Scrum Certification, PwC Switzerland Power BI Job Simulation

## EDUCATION

University of Buffalo, SUNY, MS in Data Science

May 2024

Presidency University, BTech in Computer Science and Engineering

May 2019

## PROJECTS

### Fake News Classifier

Python, GitHub

- Developed a fake news detection model using Python and Pandas, involving data cleaning, exploration, and advanced machine learning for accurate classification. Achieved a remarkable accuracy of 96.6% utilizing Deep Learning Method (LSTM).

### Beyond the Haze: Insights into India's Air Quality

Python, Streamlit, Excel, and GitHub

- Developed a Python analytics platform predicting AQI and identifying air quality trends with clustering, supporting informed environmental health decisions.

### Pharma Engine: Transforming Medicine Information

MySQL, Xampp, HTML, PHP, Apache, and GitHub

- Created a MySQL and PHP medicine management system, enhancing drug information access and patient care with high usability and accurate data.

### London Bike Sharing: Analytics and Forecasting

Tableau

- Enhanced urban transport by creating a Tableau dashboard for bike-sharing pattern analysis and demand forecasting, improving service sustainability.