Gopi Waghmare

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TECHNICAL SKILLS

Languages: Python, SQL (Postgres), SQL (MySQL)
Developer Tools: Mysql Workbench, pgAdmin4, Google Cloud Platform, VS Code, Visual Studio, Power BI, Tableau, MS-Excel, Jupyter Notebook, Ai Tools
Libraries: pandas, NumPy, Matplotlib, Scikit Learn, Imbalanced Learn, Pymysql, Tensor Flow

EXPERIENCE

Technical Support Associate   July 2023 – Present
Tech mahindra   *Hinjewadi, Pune*

- Drove agent productivity from 65% to 80% through targeted incentive programs, resulting in a 23% overall efficiency increase
- Analyzed over 3,00,000 + data rows with Python, SQL, and Excel, uncovering a potential 12% revenue increase by optimizing Average Handling Time
- Generated weekly and monthly performance dashboards for leadership review for different departments
- International teamwork (6 members) and presenting to various stakeholders across the globe including VP corporate level reporting
- Facilitated collaboration within an international team of 6, resulting in successful presentations to 10+ global stakeholders

PROJECTS

Amazon | *Kaggle, PostgreSQL,*   Feb 2025
  ∗ Analyzed over 20,000 row dataset to identify key business problems and finding answers to them
  ∗ Implemented the use of various clauses to figure out the inconsistency in restocking and product unavailability
  ∗ Conducted comprehensive business analysis to identify and address critical operational challenges such as like high customer acquisition costs and low customer retention rate

Walmart | *Python,jupyter,MySQL, MS-Excel*   Jan 2025
  ∗ Derived key categories and was able to find an answer to various business problem statements like branches with high sales and preferred payment methods
  ∗ Identified peak sales days to enable the business to allocate additional staff resources on these high-traffic days, resulting increase in productivity
  ∗ Leveraged Python for advanced data wrangling, ensuring the extraction and transformation of datasets to meet specific analytical requirements

Credit Card Fraud | *Python,jupyter,Machine learning, MS-Excel*   Feb 2025
  ∗ Analyzed and processed over 200,000 rows of data using Pandas and NumPy, performing data cleaning and restructuring to align with new analytical requirements.
  ∗ achieved a high accuracy on both the training and testing data, indicating that the model is effective at detecting fraudulent transactions
  ∗ Deployed an application to give the results everytime there is a update in dataet

Atliq Sales | *Power BI, MS-Excel*   Feb 2025
  ∗ Analyzed the data and was able to find out key matrices like RevPar, Realization%, ADR and Occupancy rates and provided solutions to business problem statemnts
  ∗ Highlighted the locations where with improvisations business could 10% to 15% revenue growth
  ∗ Gathered the data for weekends and weekdays showing significant change in metrices and revenue

EDUCATION

Savitribai Phule University   Nigdi, Pune
Bachelor of Commerce, Major in Finance   *Jun. 2018 – Aug 2022*