

## Javed Ali

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Hacker Rank | GitHub | LinkedIn

### Education

Odin School - Boot Camp  
Certified Data Science Professional

Hyderabad  
2023 - 2024

Sherwood College of Professional Management  
Degree in Bachelor's in Computer Applications

Lucknow  
2018 - 2021

Dabble College  
Degree in Senior Secondary

Lucknow  
2017 - 2018

### Experience

#### Oct'22 – Present with VIS Networks, Gurgaon as Data Analysis and Technical Specialist

- Proposed a ticket management system, slashing the backlog by 50% and elevating team productivity by 25%, yielding prompt resolution of technical issues and an enhanced customer experience.
- Spearheaded the optimization of technical support processes, resulting in significantly improved team efficiency and substantial annual cost savings.
- Employed focused inquiry techniques to pinpoint technical problems, resulting in a 40% reduction in the average time required to resolve issues for the customer support team.
- Generated comprehensive daily reports analyzing support tickets, discerning technical issue trends, and tracking resolutions; curtailing overall ticket volume by 20% through precise process enhancements and troubleshooting initiatives.
- Orchestrated cross-functional collaboration to drive the development and successful implementation of innovative solutions; achieved a 20% reduction in production costs by optimizing supply chain processes.
- Documented critical processes and procedures in Microsoft Word, ensuring accurate and accessible knowledge base for team members, resulting in improved efficiency and reduced training time.

#### Oct'21 – Oct'22 with Tech Mahindra, Noida as Data Analysis and Technical Specialist

- Examined a comprehensive ticketing system, achieving a 25% boost in ticket resolution efficiency while sustaining exceptional customer satisfaction.
- Conducted in-depth analysis of technical issues, pinpointed root causes, and established preventive measures, leading to a 40% decrease in recurring incidents and ensuring seamless system functionality.
- Diagnosed and resolved network connectivity issues for clients, resulting in a 30% reduction in downtime.
- Introduced streamlined communication protocols that promoted cross-departmental collaboration, fostering a more cohesive work environment.
- Designed and implemented a comprehensive training program that enhanced team members' technical skills, resulting in a 20% increase in their capabilities and a 15% overall performance improvement.
- Analyzed and leveraged Microsoft Excel to transform raw data into actionable insights, facilitating data-driven decision-making, and improving operational efficiency by 25%.

### Projects

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| Credit-Card-Approval-Prediction            | Python, MySQL, Machine Learning, Data Analysis, Statistics |
| Diabetes-Prediction-Using-Machine-Learning | Python, Machine Learning, MySQL, Data Analysis, Statistics |
| Power BI - Project (Axon Sales Data)       | MySQL, Power BI  |
| Data_Analysis_Project (Hotel Bookings)     | Python, Machine Learning, Data Analysis, Statistics        |

### Technical Skills

Python, MySQL, PowerBI, Microsoft Excel, Tableau, Statistics, Machine Learning, SAS, Data Visualization, Communication, GitHub, Data Analysis, Decision making, Data Engineering

### Certification

- Certified Data Science Professional - Odin School.
- Python (Basics) - Hacker Rank.
- SQL Intermediate - Hacker Rank.
- Python for Data Science - Great Learning
- Tata - Data Visualization: Empowering Business with Effective Insights Job Simulation

### Honors & Awards

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| Pat On the Back Award at Tech Mahindra | Bravo Award at Tech Mahindra |
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