

Anuj Pandit Ushir

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Professional Summary

- Dynamic and analytical Senior Data Analyst with 3+ years of experience specializing in ITIL services management and machine learning. Skilled in designing, developing, and deploying predictive models and analytical solutions to optimize business processes. Proficient in Python, data preprocessing, feature engineering, and building ML pipelines. Proven ability to deliver actionable insights and drive data-driven decision-making in fast-paced environments.

Experience

- Capgemini Technology India** 17th November, 2022 - Currently working
Senior Data Analyst - ITIL Services Management
Designed and implemented machine learning models to predict IT ticket resolution times, improving service planning and resource allocation.
Analyzed over 2 lakh ITIL tickets to identify patterns, trends, and actionable insights, resulting in enhanced incident management processes.
Collaborated with cross-functional teams to optimize first-contact resolution (FCR) and backlog reduction, leading to improved client satisfaction.
Automated root cause analysis using NLP techniques and Python, enabling faster resolution of recurring issues.
- UpCloud Global Solutions** June 2022 - SEPTEMBER 2022
Data Analyst Intern
- Datamatics Global Services Limited** July 2021 - December 2021
Finance Analyst Trainee

Projects

- Ticket Resolution Time Prediction | ML - XGBOOST Model**
Developed a predictive model using historical IT ticket data to forecast resolution times based on features like priority, category, and creation date.
- Incident Ticket Analysis and Predictive Modeling for Problem Management | Random Forest Classifier, NLP**
Built an NLP-driven Random Forest Classifier to predict missing Configuration Items (CIs) in IT problem management tickets. Achieved 80% accuracy on 25,000+ ticket datasets.
- Problem Analysis and Root Cause Identification Using Data Insights | Python, Pandas, Seaborn, Matplotlib, NLP**
Analyzed 40,000+ IT problem tickets to identify recurring issues and their root causes, enhancing operational efficiency. Used clustering techniques to group similar problems and mapped them to root causes for actionable insights. Conducted trend analysis to determine peak months for problem occurrences, enabling better resource allocation and proactive resolution.

Skills

- Programming & Tools: Python, PyTorch, scikit-learn, Pandas, Keras, LangChain, LlamaIndex, SQL
- Machine Learning: XGBoost, Random Forest, Deep Learning, Generative AI, NLP
- Big Data & Cloud Platforms: Azure (Certified Data Scientist), Google Colab
- ITIL Service Management: Incident Management, Root Cause Analysis, Ticket Analysis
- Soft Skills: Communication, Problem-Solving, Collaboration

Certification

- Microsoft Azure Data Scientist Associate (DP-100)
- ServiceNow Certified System Administrator (CSA)
- AWS Partner: Generative Ai essential

Achievements & Awards

- Project Star of the Month (August 2024): Recognized for significantly improving backlog count and FCR scores for a key client account through advanced analytics and reporting.

Education

- SNJB's KBJ COLLEGE OF ENGINEERING, NASHIK, Maharashtra**
Bachelor Of Engineering
CGPA 8.51

2022