

VIRAJ PANCHAL

+91 97272 99255 | Ahmedabad, India | [Portfolio](#) | [LinkedIn](#) | [Github](#) | virajpanchal95@gmail.com

SUMMARY:

Eager to apply my data analysis skills in a dynamic environment. Skilled in SQL, Python, Machine Learning and data visualization. Aspiring to contribute to data-driven decision making processes and eager to develop further in data.

TECHNICAL SKILLS:

- **Languages** SQL, R, Python
- **Databases** MySQL
- **Analytics** Tableau, PowerBI, MS Excel
- **Libraries** Pandas, NumPy, Matplotlib, Sci-KitLearn, Seaborn, Streamlit, Beautifulsoup, NLT
- **Tools** MS Office, VS Code, Jupyter Notebook, Google Colab

CERTIFICATION:

- **Data Science Pro** - Fingertips, Ahmedabad- An in-depth course on Data Science provided by Fingertips, focusing on Statistics, Python, ML, SQL, and Tableau. (March 2023 - October 2023)
- **MLOps Boot camp**: Mastering AI Operations for Success - AIOps, Comprehensive MLOps course created by Manifold AI Learning on Udemy covers Python, Git, YAML, MLflow, Docker, FastAPI, Streamlit, Jenkins, Prometheus, Grafana, WhyLogs, Kubernetes, AWS, and Generative AI
- **Microsoft Power BI Data Analyst**- Comprehensive Power BI training by Coursera, covering data visualization, dashboard creation, and data analysis.

EXPERIENCES AND PROJECTS

Intern | Cognifyz Technologies Dec 2023 - FEB 2024

- During my internship at Cognifyz Technologies, I actively contributed to data cleaning and preprocessing tasks, ensuring data accuracy and consistency. I addressed data quality issues, missing values, and outliers.
- Additionally, I designed interactive dashboards using Power BI, effectively visualizing key performance indicators (KPIs) and trends for stakeholders. These dashboards facilitated data-driven decision-making within the organization.
- Furthermore, I applied Python for predictive analysis, building machine learning models to make informed predictions. My work during this internship not only enhanced my technical skills but also provided valuable insights for project outcomes.

BCG Data Science Virtual Internship

- Led a comprehensive analysis at Power Co to tackle customer churn attributed to price sensitivities. Proposed a strategic discount for customers with a high churn probability.
- Executed data cleaning, Exploratory Data Analysis, and feature engineering. Evaluated classification models including Logistic Regression, Random Forest, and XG Boost. Developed a Random Forest model with 91% accuracy and 82% precision on the test set.
- Discovered a 10% churn rate among current customers.

British Airways Data Science Virtual Internship

- In my virtual internship at British Airways, I excelled in data analytics by performing web scraping to collect 3,780 customer reviews, which I then analyzed to gauge consumer sentiment.
- The sentiment analysis revealed 57.42% positive, 22.49% negative, and 20.08% neutral feedback. This comprehensive review breakdown provided valuable insights into customer satisfaction.
- Additionally, I developed a predictive model using Logistic Regression, chosen for its superior accuracy of 72.5%, precision of 71.6%, and recall of 74.5%. This model proved essential in identifying the key factors influencing customer purchasing decisions, significantly contributing to the company's strategic marketing initiatives.

PwC Switzerland Power BI Virtual Internship

- Engineered a user-centric Power BI dashboard for PhoneNow, highlighting essential KPIs like customer satisfaction and call metrics, which significantly improved managerial decision-making. Analyzed call center data, overseeing 5,000 calls with a 73% resolution rate; pinpointed an 18.77% call abandonment rate.
- Developed a retention dashboard in Power BI, identified a notable churn rate of 26.54%. Performed a detailed churn analysis by internet service type, discovering a high churn rate of 41.89% for fiber optic users. Launched a targeted retention program for fiber optic users, offering personalized incentives and enhancing service quality to curtail the 41.89% churn rate.
- Advocated for gender balance and diversity through strategic KPI definitions and the creation of impactful HR data visualizations in Power BI. Addressed slight gender disparities in performance ratings, with women averaging 2.42 and men 2.41. Recommended a comprehensive review of evaluation criteria

EDUCATION:

Nirma University, Ahmedabad, India

Sep 2020 - May 2022

M.Tech in Mechanical Engineering

Gujarat Technological University, Ahmedabad, India

Jul 2013 - Jun 2017

Bachelor of Engineering in Mechanical Engineering

ACHIEVEMENT:

Successfully qualified for the GATE examination in both 2019 and 2020.

LANGUAGE:

- English - Hindi - Gujarati