ABHISHEK GUPTA

Language Skills: English (Fluent), Hindi (Native) Visa Status: Stamp 1G Visa Holder.

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Profile Snapshot

With a passion for data science and a track record of success in business analytics, Abhishek is a highly skilled and driven professional. He has extensive experience working with programming languages such as R and Python, as well as strong proficiency in data visualization. In his previous positions as a Data Science Intern at Flip Robo Technologies and a sales analytics professional at Techjockey Infotech Pvt. Ltd., Abhishek demonstrated his ability to analyze and interpret data, develop and implement effective solutions, and drive business growth. In addition to his technical skills, he is highly proficient in the agile working approach and is known for his dedication to continuous learning and improvement. Abhishek is a valuable asset to any team and is eager to make a meaningful impact in the field of data analytics.

Work Experience (most recent first)

Operations Technical Support Representative – Telus International Ltd. , Cork, Ireland. (03/2023 – present)
- Providing technical support services to IRobot customers using troubleshooting methods.
- Analyze customer issues to provide the resolution as per defined SLA's
- Using Salesforce CRM to manage OMS and customer cases.

Night Porter - Snoozles Hostel, Galway, Ireland (03/2022 – 01/2023)
- Managed the hostel's reservations system and responded to inquiries from potential guests.

Data Science Intern - Flip Robo Technologies, Bangalore, India (01/2021 - 07/2021)
- Analyzed and visualized data provided by the company through clients to identify trends and patterns.
- Developed machine learning models using the Sklearn library to improve the accuracy of predictions.
- Conducted web scraping to analyze market trends of products listed on Amazon.in.
- Created natural language processing projects using NLTK and Keras libraries - Developed data visualization models on Tableau and Power BI.
- Created more than 20 live project models on GitHub - https://github.com/abhi6953/projects .

Intern - Data Science and Business Analytics, The Sparks Foundation (05/2021 - 06/2021)
- Enhance skills in data analysis tools and their application to real datasets.
- Participate in various projects on different datasets provided by the company.
- Utilize predictive tools in business analytics to help companies make informed decisions.

Sales Executive/Sales Data Analyst - Techjockey Infotech Pvt. Ltd., Delhi, India (05/2019 - 07/2020)
- Develop and drive sales deals, cultivating relationships with clients and channel partners through the end of the sales pipeline using HubSpot's CRM.
- Conduct root cause analysis of problems or issues faced by customers and present findings to stakeholders, CFO, and CTO of the company.
- Demonstrate presales and sales solutions to the CEO, stakeholders, head of sales, and head of a business.
- Analyze marketing leads, customer interactions on the website, and sales data in Python and SQL to understand customer behavior and improve products and services.
- Work with a dual-side approach to gather feedback from customers and the partner team to enable continuous improvement and innovation.
- Increase sales by 18% in just three months by introducing OEM-supported technology for software demos on the company website.

Skills

- Data analysis and visualization
- Data Mining & Machine learning
- Agile methodologies
- Customer relationship management

- Root cause analysis
- Presales and sales solutions
- Data analysis using Python and SQL

Education (most recent first):

1. **MSc. in Business Analytics - National University of Ireland, Galway, Ireland (09/2021 - 06/2022)**
Major modules include: Database systems, business applications programming, decision theory and analysis, statistical techniques for business analytics, business modeling and analytics, systems development and project management, information systems strategy and innovation, information systems security and ethics, enterprise systems, advanced applications programming, data science, and big data analytics, and applied customer analytics.
Achieved 70.00 % - First Class Honors.

2. **PG Program in Data Science, Machine Learning, and Neural Networks - DataTrained Analytics Academy, Delhi, India (08/2020 - 07/2021)**
Major modules included: Advanced Excel, Python (beginner to advanced level), machine learning models through Python, natural language processing, image classification models, and deep learning models on Google Collaboratory.
Post-Graduate Diploma – Achieved an overall grade of 76%.

3. **Bachelor of Business Administration - Jagannath International School of Management, Delhi, India (08/2016 - 07/2019)**
Major modules included: Principles of management, business economics, financial and management accounting, business mathematics, marketing management, statistics, operations research, production, and material management.
Bachelor's Degree in Business Administration- Achieved an overall grade of 79.00%.

Projects

1. **Design Thinking Challenge - Information Systems Strategy and Innovation**

Collaborated with industry experts to conceptualize and prototype an innovative application that enhances the cultural experience of Galway for stakeholders.
Leveraged design thinking and critical thinking skills to generate and evaluate ideas.

2. **ERP Consulting - Enterprise Systems**

Conducted a comprehensive analysis of loan application and screening systems, culminating in the design of a streamlined process model.
Delved into the intricacies of ERP change management, including the creation of requests for proposal documents.

3. **Market Basket Analysis - Data Science and Big Data Analytics**.

Performed a market basket analysis utilizing Excel, Python, and Tableau to unearth insights into consumer purchasing behavior.
Conducted extensive data cleansing, preprocessing, and transformation to generate actionable visualizations.

4. **Spotify Song Popularity Prediction - Major Project**.

Utilized the CRISP-ML(Q) process and quality assurance methodology to construct a predictive model for forecasting the popularity of songs based on various attributes such as artist name, popularity, number of listens, etc.
Tools used - Python, Tableau, XLMiner, R, Microsoft Power BI, Excel. Received 74/100 Marks

Additional Courses and Certifications

- Applied Machine Learning with Python by IBM.
- Advanced SQL for Data Science: Time Series
- Tableau for Beginners by Great Learning.
- HubSpot Agency Partner Certification.
- Google Analytics for Beginners.