Akshay Deshmukh

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Experience

IT Professional   Feb 2019 - Present

Poornawadi Bank, Beed,MH, India

- Boosted targeted marketing by **12%** with collaborative data efforts, identifying crucial customer segments.
- Reduced excess inventory by **20%** by designing interactive Tableau dashboards.
- Elevated customer satisfaction by **15%** by analyzing customer feedback.

Technical Support Engineer   Feb 2017 - Feb 2019

Suma Soft Pvt Ltd, Pune, India

- Resolved more than **50** inquiries per day, showcasing effective communication and problem-solving abilities.
- Curbed customer complaints by **15%** over 6 months through collaborative cross-functional solutions.
- Sped up onboarding by **20%** with targeted training for new hires, enhancing product knowledge.

Education

MIT College of Engg (Aurangabad, India)   Aug 2013 – Jun 2016

Electronics and Communication Engineering; 66.07%

Govt Polytechnic College Osmanabad   Aug 2010 – Jul 2013

Electronics and Telecommunication; 79.05%

Projects

Covid19_Analysis_in_SQL   *1 person project*

Conducted in-depth Analysis on a large Covid's dataset by WHO using SQL.

- The covid-19 Pandemic was one of a kind that took many lives. I embarked on a journey to get insights on Covid's impact on the World. The datasets of this project are from WHO.
- Cleaned and preprocessed the data, handling missing values and outliers, resulting in a **15%** improvement in data quality.

Diwali Sales Analysis   *1 person project*

- Perfomrmed Data cleaning and manipulation.
- Performed Exploratory data analysis (EDA) using Jupyter Notebook, pandas, matplotlib and seaborn librar

Skills

Technical skills

Data analytics, Data mining, Data Science, Statistical modelling and Data Visualization.

Tools and Software languages

SQL, Microsoft Excel, Tableau, Javas cript, HTML, MATLAB, Python, Power BI.

Soft skills

Time management, Communication, Adaptability, Problem-solving, Teamwork.

Certifications

Google Data Analytics Professional | Able   Apr 2024

MERN Stack Development| GUVI   Dec 2021