

Anshul Nidhi

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EDUCATION

University of California, Berkeley

Berkeley, CA

Master of Analytics | GPA: 3.8

Graduation Date: August 2023

Siddaganga Institute of Technology

Bengaluru, India

Bachelor of Engineering (Electronics & Communication Engineering) | GPA: 8.91/10

August 2011 - May 2015

TECHNICAL SKILLS

- **Languages:** Python, C, SQL (database), XML (markup), AMPL (algebraic modelling)
- **Frameworks/Technologies/Libraries/Skills:** REST APIs, Git (version control system), Elasticsearch, Active Directory, Window/Linux (Red-Hat) server, SDLC (Software Development Life Cycle), Agile Methodologies, Identity Access Management (IAM), Customer Advocacy
- **Web Securities and Network:** Internet Protocol Suite, Firewall, Proxy, Analyzer tools - Wireshark, Fiddler, Charles Proxy
- **Tools:** Salesforce, JIRA, Confluence, Zendesk, Tableau, Postman, Microsoft Excel, ADB, LaTeX

WORK EXPERIENCE

VMware, Inc.

Bengaluru, India

Technical Consultant - Level 2 / Premier Services

August 2019 - June 2022

- Analysed VMware Workspace ONE, VMware Access products along with their associated documentation to identify key technical hurdles and developed custom resolution for business, enhancing customer experience rating from 79% to 100%.
- Performed requirement analysis for 17 diverse global clients by identifying relevant stakeholders, gathered product feedback through collaboration, mitigated 100+ gaps that helped redefined better product roadmap and delivery timelines.
- Led compliance efforts for customers, like SOC I, SOC II, and HIPAA, by conducting risk assessments and implementing security controls and policies, resulting in timely audit completion, and a secure, compliant product with high reputation.
- Identified patterns in product-centric grievances via extensive root cause, trends, clusters analysis, collaborated with cross-functional teams to develop, implement proactive solutions enhancing the resolution rate by 8% and commit time to 100%.
- Engaged with the Research & Development team, loaded feature enhancements into the DevOps development stream using Agile methodologies to improve enterprise mobility, end-user computing product solutions and reducing lead time significantly.

Technical Consultant, Premier Services

August 2017 - July 2019

- Aided in digital strategy transformation of premier service customers globally using WS1 based products, remodelled infrastructure architectural solution to incorporate enterprise mobility management while ensuring minimised failure rate.
- Enhanced business decisions and reduced Time To Value by 2 weeks through weekly tracking and reporting of product fulfilment progress using tools like JIRA, Salesforce, resulting in reduced escalations and increased transparency.
- Improved product lifecycle with a success rate of 75% by inspecting defects/glitches in the product and new feature rollouts, leveraging direct access of Engineering to devise plans for contingency and risk mitigation to minimise impact.
- Achieved 89% positive survey rate while providing prompt and effective voice-based assistance to resolve critical, high-pressure issues demonstrating exceptional customer experience management skills as well as technical proficiency.

Technical Consultant

February 2017 - July 2017

- Managed android device consultant team, devised strategies to improve the Key Performance Indicator achieving a 91% positive survey rate in addition to increased team productivity for the quarter, resulted in winning the best team award.
- Reduced service request volume by 37% and improved customer satisfaction by authoring high-quality documentation, enhancing knowledge base via identifying gaps in existing documentation and collaborating with subject matter experts.
- Provided comprehensive knowledge transfer and guidance to accelerate the technical competency of peers, resulting in a measurable improvement in productivity along with faster resolution of technical issues by the team.

Associate Technical Consultant

July 2015 – January 2017

- Streamlined business processes by 13% through the automation and optimization of workflow management, integration of Zendesk, SharePoint tools using APIs and centralized database tracking of service requests based on type, severity.

- Delivered expert instruction and guidance to clients on WS1 product implementation, effectively addressing their concerns while ensuring seamless adoption through technical walkthroughs that showcased new product functionality.
- Orchestrated the AirWatch product line global voice support channel and coordinated the inbound service requests which involved monitoring the product's performance with roll-out of new technology together with identifying areas of improvement.

PROJECTS

Credit Card Fraud Detection: (Pandas, Numpy, Matplotlib, PyOD by CMU, Mlxtend) Mar 2023

- This project addresses the classic class-imbalance problem in which fraud transactions are much fewer than legitimate transactions, leading to overfitting and bias towards the majority class.
- Approached the issue as an anomaly detection problem and found that fraudulent transactions often involve smaller amounts below 2500, distributed uniformly over time while ensuring that data is balanced for fair comparison.

Exploring And Predicting FIFA Player's Stats: (Python, Pandas, Numpy, Sklearn, Matplotlib, Statsmodel) Fall 2022

- Data collection, preprocessing and feature engineering (including web-scraping, REST API calls, principal component analysis) of player statistics to predict overall player ratings, for completion of course Application in Data Analysis.
- Designed and implemented different regression models, where KNN regression gave best prediction accuracy of 94%.

Hospital Database Management System: (MySQL, Python, Tableau) Fall 2022

- Planned and developed a comprehensive hospital database schema using MySQL that facilitated an efficient management of hospital data and patient records, for completion of course Analysis and Design of Databases.
- Optimized the database design further for efficient querying and reporting through database normalization, data modelling and data analysis, increasing data retrieval speed by 75% and reducing query execution time by 50%.

AWARDS AND ACHIEVEMENTS

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| • Gained VMware Specialist certificate in May 2022 | • 'Top Squad of Quarter' in Jul 2018 and Jul 2017 |
| • Achieved VMware Certified Professional (VCP) certificate in May 2022 and Dec 2018 | • Promoted to premier services team within 5 months based on performance and leadership skills, in Aug 2017 |
| • Customer Hero 2021' award in Dec 2021 | • 'Champion of the month' in Jun 2018, Oct 2016 and Dec 2015 |
| • 'Backlog Blitz' award in Apr 2021 | • 'AirWatch IT.com top deflection' in Mar 2017 |
| • Attained VMware Specialist certificate in Mar 2020 | • Acquired Google Enterprise certificate via on-campus training |
| • Secured renewals from product awareness at VMworld Mumbai 2018 | |

VOLUNTEER WORK

Padhna Likhna Abhiyan, Department of School Education & Literacy, Ministry of Education Delhi, India
Volunteer Instructor Apr 2021 - Aug 2021

- It is an Adult Literacy Program by the Government of India aimed at eradicating illiteracy.
- Imparted education to a class of 20 unread adults using flexible approach, innovative methodologies and tracked their progress over 120 hours, enabling them to read and comprehend contents in their daily lives and perform computations.

Hope foundation Bengaluru, India
Volunteer Coach Jul 2015 - Jul 2018

- Trained and mentored youngsters with no formal education on life skills and computers skills (typing and basic Microsoft products etc.) to cope with daily life and jobs, in partnership with VMware.

IEEE, S.I.T. Student Branch Tumkur, India
Secretary Apr 2014 - Apr 2015

- Served as Secretary of IEEE student branch for SIT, Tumkur and was extensively involved in managing accounts and organizing technical symposiums and conferences.