

ANIKETH MAHESH RAO

MSc. DATA ANALYTICS

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PROFESSIONAL SUMMARY

Currently pursuing an MSc in Data Analytics from the National College of Ireland, with hands-on experience in Machine Learning, Python, SQL, PowerBI, Tableau, Salesforce, JIRA, and Advanced Excel. Proficient in database tools and ETL configurations, cultivated during my tenure as an analyst at Zycus Infotech Pvt Ltd. Actively seeking opportunities in the field of data, aiming to showcase my expertise in the data-driven industry with effective problem-solving skills, strong communication abilities, and a leadership style deeply committed to achieving excellence.

EDUCATION

National College of Ireland, Dublin, Ireland

Jan 2023 - Present

MSc. Data Analytics

Relevant Courses - Database and Analytics Programming, Domain Applications of Predictive Analytics, Business Intelligence and Business Analytics, Data Mining and Machine Learning

Don Bosco Institute of Technology (DBIT), University of Mumbai, India

May 2021

Bachelor of Engineering in Electronics and Telecommunications Engineering

Graduated with 2:1 Honours.

Relevant Courses - Database Management System, Big Data Analytics, Computer Communication Network

PROFESSIONAL EXPERIENCE

Business Analyst - Zycus, Mumbai

May 2021 - Nov 2022

- Diagnosed and resolved technical issues related to the product, consistently exceeding turnaround time targets
- Created, updated, and maintained a comprehensive knowledge base of technical articles, troubleshooting guides, and FAQs to enhance the efficiency of support processes
- Achieved a 25% reduction in incident resolution time by implementing streamlined troubleshooting processes and optimizing resource allocation
- Increased the knowledge base repository by 40%, resulting in a 15% decrease in escalations and improved first-contact resolution rates

Analyst Intern - Rashtriya Chemicals and Fertilizers Limited, Mumbai

Dec 2019 - Jan 2020

- Gathered and analysed data from different procedures in the bagging department
- Monitored and Implemented on Programmable Logic Controller circuits.
- Gained an understanding of Emergency Breaking Systems for conveyor belts in the bagging plant

TECHNICAL SKILLS

- **Languages:** Python (NumPy, Pandas), R, SQL (MSSQL, MySQL, PostgreSQL), Machine Learning, Computer Vision, EDA, Data Cleaning, Data Analysis, Data Engineering, Data Security, Data Governance, Data Visualization.
- **Application Software:** Google Cloud Platform, AWS Cloud, MS Office Suite, Power BI, Meta base, Tableau

TRANSFERABLE SKILLS

TIME MANAGEMENT: Demonstrated exceptional skill in efficiently prioritizing client issues based on their impact, ensuring critical problems received immediate attention while maintaining a balance with less urgent matters along with effectively managing time-sensitive situations without compromising the quality of work.

LEADERSHIP AND TEAMWORK: Acted as a mentor to junior team members, imparting insights, and best practices, which contributed to the team's growth and improved overall teams' performance by 5%. Led cross-functional collaboration by fostering a collaborative environment between the client support and engineering teams, encouraging the open exchange of ideas to find innovative solutions.

COMMUNICATION SKILLS: Excelled in articulating technical issues to clients in a clear, non-technical manner, ensuring they understood the problems and solutions bring technical issues down by 2%, also bridging the gap in technical understanding between teams and ensuring a smooth exchange of information to resolve issues efficiently.

ACADEMIC PROJECTS

IoT-based real-time biometric attendance system with cloud computing data logging

Jul 2020 - May 2021

GitHub: <https://github.com/aniketh05/biometric-attendance-system>

- Created a real-time biometric system to regulate the students' attendance at the college.
- Built a cloud-based system by creating a website using HTML, CSS, and LAMP stack on an AWS EC2 instance.

- Designed the hardware framework using Arduino UNO, Node MCU, and TFT Screen.

Movie Management System using GCP

Feb 2020 - Mar 2020

GitHub: <https://github.com/aniketh05/movie-management-system>

- Implemented different queries to extract movie information from the given data as per requirement using the Google Cloud Platform.
- Analysed and visualized data using Google Data Studio to determine the reason behind the success of the movies.
- Acquired knowledge of Data Definition Language (DDL) and Data Manipulation Language (DML).

VOLUNTEER WORK

- Arranged different talk shows and events by top leaders as part of technical fests for college.
- As a volunteer of the National Service Scheme, served for 300 hours.
- Planned the budget, different fundraising strategies, and kept track of the cash flow as a cultural fest volunteer.