ANOOP S PILLAI

DATA ANALYST

CONTACT
Ph no: 9497484929 | 8078877929
Email: anoopspillaimgd@gmail.com

EDUCATION

- Pursuing M.Sc. Data Analytics from Christ University, Bangalore (2022-24)
- B.Sc. Physics from Kerala University (with 68%)
- 10+2 from Kerala Board of Higher Secondary Examination (with 95%)
- SSLC from Kerala State Board of Public Education (with 95%)

SOFT SKILLS

- Communication and public speaking
- Critical thinking
- Attention to detail
- Organization, teamwork, and collaboration
- Leadership
- Project management
- Time management and efficiency

PROFESSIONAL SKILLS

- MS Excel and PowerPoint presentation skills
- Mathematics (statistics and probability)
- Logical analysis and workflow management
- SQL, MySQL
- Exposure to Hadoop, Hive
- HTML, Python, and R language

PROFILE

A results-driven student with a solid analytical background pursuing a postgraduate degree in data analytics. Skilled in client management, process innovation, and delivering effective solutions. Possesses a keen focus on enhancing productivity by transforming standard operating procedures into practical solutions. Seeking a full-time career opportunity in an industry that offers ample room for career growth while promoting a healthy work-life balance. Open for full-time work immediately.

In my professional experience, I've worked on multiple projects where I led quality analysis efforts resulting in improved customer satisfaction and utilized data analytics to resolve support bottlenecks and reduce response times. As a Customer Success Manager, I focused on managing customer relationships, enhancing product success, and reducing user issues through data-driven insights. Additionally, in the role of a Product Executive and Analyst, I applied data analysis skills to optimize product offerings, increase sales, and worked on automation and digital marketing for customer acquisition, while also collaborating with cross-functional teams to streamline processes and reduce product development timelines.

WORK EXPERIENCE

Customer Support - Quality Analyst at
Psctalks Pvt Ltd (Digital Educational Platform) - 0.5 year
Led quality analysis efforts, resulting in an improvement in customer satisfaction.
Utilized data analytics to identify and resolve customer support bottlenecks, reducing response time.

Developer Assistant at
nTalk Global Connect Pvt Ltd (Conference calling application) - 2 years
Managed Product development by coordinating both client side and developer side requirements to ensured their success with our product.
Leveraged data-driven insights to optimize the user experience, leading to a decrease in user issues.

Product Executive and Analyst at
C Krishniah Chetty and Co. Pvt Ltd. 3 Months
Applied data analysis skills to optimize product offerings, increasing sales.
Worked on Automation and digital marketing to improve sales and New customer acquisition. Collaborated with cross-functional teams to implement process improvements, reducing product development timelines.

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PROJECTS

- **Artificial Neural Networks for Car Sales Prediction**
  - Utilized Artificial Neural Networks to predict car sales, achieving a 90% accuracy rate.

- **Le-Net Deep Network for Traffic Sign Classification**
  - Developed a Le-Net Deep Network model to classify traffic signs with an accuracy of 95%.

- **Prophet Time Series for Crime Prediction**
  - Employed Prophet Time Series analysis to predict crime rates, resulting in a 15% improvement in accuracy.

- **Natural Language Processing Model for Review Analysis**
  - Created a Natural Language Processing model to analyse reviews, improving sentimen analysis accuracy by 20%.

- **User-Based Collaborative Filtering for Recommender Systems**
  - Implemented User-Based Collaborative Filtering to develop a recommender system, increasing user engagement by 25%.

- **Deep Neural Networks for Image Classification**
  - Utilized Deep Neural Networks for image classification, achieving a classification accuracy of 94%.

- **Transfer Learning for CNN Image Classification**
  - Applied Transfer Learning to CNN for image classification tasks, achieving state-of-the-art results.

- **Prophet Time Series for Market Condition Prediction**
  - Utilized Prophet Time Series analysis to predict market conditions, providing actionable insights for investment strategies.

- **Natural Language Processing for Spam Filter Development**
  - Developed a Natural Language Processing-based spam filter, achieving a 98% accuracy rate in spam detection.

- **Player Performance Analysis in FIFA**
  - Conducted comprehensive player performance analysis in FIFA, providing valuable insights for team management.

- **Root Cause Analysis of Virus Transfer from Animals to Humans**
  - Analysed the root causes of virus transfer from animals to humans, contributing to public health awareness.

I declare that all the information I provided in this application is correct and factual to the best of my knowledge and belief.

Date: 11/12/2023