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| **SOURAV SAHU**  ***Result-driven professional Commercial Engineer and Development Associate***  souravsahu94@gmail.com +91-9563106428/+91-9319874303  A person with a beard  Description automatically generated with medium confidence | | |
| Location Icon. Map Pointer Symbol. Orange Circle Button With ... 202, Sands Galaxy Apartment, 1st Main Rd, Nagappareddy Layout, Kaggadasapura, Bengaluru, Karnataka, India, Bangalore, - 560093  Profile Summary | | |
| * Looking for working with Data, with good statistical knowledge and the ability to identify fine points of data. Well versed in spreadsheet, statistics, machine learning techniques and visualization * Experience on integration tools like Informatica and visualization tools like Tableau * Seeking a position in an organization which would enable me to combine my technical expertise with analytical skills to aid in meeting company goals | | |
| Education | | |
| * Post Graduate Program in Data Science and Engineering (PGP-DSE) from Great Lakes Institute of Management with 62% in 2021 * B.Tech. (Instrumentation and Control Engineering) from Haldia Institute of Technology, Haldia, West Bengal under West Bengal University of Technology with 7.63 CGPA in 2016 | | |
| Soft Skills    Teamwork Team Player Analytical  Collaborator Communicator Planner  Personal Details   * Date of Birth: 22nd June 1994 * Languages Known: English, Bengali & Hindi * Address: 202, Sands Galaxy Apartment, 1st Main Rd, Nagappareddy Layout, Kaggadasapura, Bengaluru, Karnataka, India, Bangalore, - 560093 | Key Skills   |  | | --- | | Python and R for Machine Learning | |  | | Data Analysis and Visualization | |  | | Statistical Methods for decision making | |  | | DBMS(MySQL) | |  | | Tableau | |  | | Statistics and Microsoft Excel | |  | | Data Mining and SAS | |  | | |
| Work Experience | | |
| * **[24]7.ai India - Sep 2017 to Jan 2021 as Technical Support Specialist**   **Key Result Areas:**   * Used several tools (Citrix, CRM, ServiceNow etc.) effectively to deliver results and maintained customer satisfaction. * Analysed manuals and archived issues to identify troubleshooting methods needed for quick remediation. Strictly adhered to company mandated SLAs and policies. * ETL – Informatica: Evaluated all functional requirements and mapped documents and troubleshooting on all infrastructure processes. Supported/analysed the overall or historic orders, incidents and change * **Rockwell Automation India Pvt Ltd - Jan 2021 to present as Commercial Engineer**   **Key Result Areas:**   * Interaction with Product Managers and third-party companies and other team members to gain information to resolve support requests. Enter verified defects into backlog and advise user who reported the issue once the issue is resolved. * Exposure to product configurators and working in a configurator development environment. Working with SAP ECC as a data consumer. * Manage technical support requests for software such as ProposalWorks, CrossWorks, Standards Builder, MCS Star, Product Configurator, and others are required. * Tableau: Developed individual report and designed the final dashboard and beta dashboards to visualize infrastructure related incidents and jobs to meet their requirements   IT Skills   * Analytics Skills: Regression Analysis, Cluster Analysis, Classification Techniques, Text Mining, RFM analysis. * IT Skills: Python for Data Science, Pandas, SQL, R Statistical Package, Hadoop Ecosystem, Dashboarding in Tableau. * Networking Skill: Basics of Networking, Database Management System, Active Directory, Cloud Computing (OCI) | | |
| Academic Projects   * ‘Used Car Selling Price Prediction’ Project: Used ML techniques on Python to predict the price of used cars to help buyers make informed purchase decision from Kaggle dataset using little data cleaning by removing outliers and extreme values, treating missing values, building a base model and checking feature selection and followed by training a model for best fitting.   Key Skills: Python, Statistics, Linear Regression, Lasso and Ridge Regularization   * Final Project on Control System, under the supervision of Mr. Manas Sarkar, Assistant Professor, Department of Instrumentation, Haldia Institute of Technology.   Project name- ‘*Air heater temperature control using Lyapunov based adaptive fuzzy controller using MATLAB*’  Training and Certification   * Summer Training Project on ‘*Generation and transmission of thermal power’* from W.B.P.D.C.L and Winter Training Project on ‘*PLC and SCADA for Automation Industry’* from Webel Automation and Convergence Academy * Oracle Cloud Infrastructure and Foundations 2020 Certified Associate   Extracurricular Activities   * Participated in Blood Donation Camp under NSS scheme organized by Haldia Institute of Technology in the year 2012 & 2014 and on several occasions in the year 2015, 2016, 2017, 2018, 2019. Was part of the departmental college cricket team and won the annual college cricket tournament. | |