**Curriculam Vitae - DHARA KAPDI**

Career Objective:

To gain a strong foothold with my strong analytical and quantitative skills and be a part of an organization which would efficiently utilize my skills, experience and educational background.

Personal Details:

**Name:** Dhara Kapdi

**DOB:** 3rd December, 1986

**Email ID:** [dharakapdi@gmail.com](mailto:dharakapdi@gmail.com)

**Contact No.:** 8904534315

**Place:** Bangalore

Academic Details:

* Executive MBA in Quality Systems Management and Information Technology from NIBM, (B+) - 2016
* Diploma in Electronics & Communications from Govt. Polytechnic For Girls, Surat (65.07%) – 2008
* Higher Secondary Certificate from Sanskar Bharati Vidhyalaya, Surat 12th SCI (45.37%)- 2005
* Secondary Certificate from S.M.S.M. High School, Dharampur (10th(79.57%)) – 2002

Projects:

* Applied Logistic Regression to predict the salary class of people in the dataset.
* Applied Linear Regression to analyze insurance data set to determine future medical expenses of individuals that help medical insurance to make decision on charging the premium.
* Applied Decision Tree to analyze Titanic dataset to investigate whether you’d have a chance of surviving the disaster.
* Designing and Developing Dashboards using Tableau for various metrics for Customer Care Operation.
* Created Tableau scorecards, dashboards using stack bars, bar graphs, scattered plots, geographical maps for start-ups project.
* Peer Mentoring in Yahoo for the year 2015
* Gamification in Yahoo for the year 2014
* IVAN’s in Yahoo for the year 2014
* Migration for mails, OS and MS office in Reliance Industry Ltd. in the year 2010

Work Experience: 6 years+

**Organization: Oottru Technologies April’16 – Nov’16**

**Position: Technical Support Associate**

* Assist users with their issues related to Cricut products via various communications such as Chat, Email and remote desktop.
* Analyzed survey data on products to ensure the survey programming were correctly implemented and anomalies within the data were investigated and resolved in a timely manner.
* Building, publishing customized interactive reports and dashboards, report scheduling using Tableau.
* Produced attractive visuals/dashboards to convey the story inside the data
* Manage the planning and development of design and procedure for metrics reports.
* Troubleshoot the issues related to software, hardware, account and password for Cricut.
* Product testing during the launch of new products and new releases.
* Report outages to product engineering team via internal tools to develop and implement fast resolutions of issues.

**Organization: Yahoo Software Development India Pvt. Ltd July’12 - March’16**

**Position: Customer Care Associate (IC1)**

* Provide assistance on user issues for Yahoo Properties such as Accounts, Mail, finance, Search, Messenger.
* Identify important, unsolved customer issues and create innovative ways of solving them.
* Presented findings and data to team to improve strategies and operations.
* Automate monthly excel reports into Tableau Workbooks and Dashboards.
* SME for Yahoo properties like Yahoo Groups, Yahoo Search, Yahoo Finance, Yahoo Messenger, Yahoo Mail and Yahoo Accounts.
* Proposed solutions to improve resolution rate for better product support.
* Contribute knowledge to the knowledge base management to ensure we have accurate support information to our customers and no process gap to our level-I associates.
* Report outages to product engineering team via internal tools to develop and implement fast resolutions of issues.
* Providing training to new agents on Yahoo products with a nesting plan in place.

**Organization: SSM InfoTech solutions Pvt. Ltd (Reliance Industries Ltd.) November’09 - August’11**

**Position: IT Helpdesk Engineer**

* Performed tier I phone support for users requesting help on hardware, software, and network related issues.
* Provided 70% first call resolution, met and exceeded performance benchmarks in all areas (resolution, ticket quality, handle time).
* Troubleshoot the issues regarding industrial application, mail system (Lotus Notes, Zmail, Thunderbird, Outlook), SAP, multiple OS environment etc.
* Managing User accounts configure and implement group policy in using Active Directory.
* Back-up and restore of all critical resources including Outlook, System data.
* Assisted and recruited new hires.

Summary of Skills:

* Strong problem-solving and troubleshooting skills.
* Intermediate level proficiency in R, Excel and Tableau.
* Statistical clarity in traditional algorithms like time series modelling, dimensionality reduction, SEM clustering and related areas.
* Intermediate to expert level proficiency in some of statistical predictive techniques such as regression, Bayesian methods, tree-based learners, XGBOOST, ARIMA, CART.
* Well-versed in online advertising system and web analytics platforms i.e. SEM platform and tracking technology, AdWords, Google Analytics.
* Thorough familiarity with the Customer Care Operations.
* High proficiency in working with business application i.e. Sales Force, Jira, Bugzilla, KMS, R, SAP, SAS, Live Engage, Outlook, AWS.
* Business Tools: Excel, R, Tableau, Google Analytics, SQL, Python, SAS.

Certifications & Trainings:

* CCNA - Cisco Certified Network Associate(640-802) - CSCO11963926
* Professionally trained for MCSE from IIHT, Surat.

Awards and Recognitions:

* Globally recognised for sharing idea to APAC Yidea contest 2015.
* Awarded as the best performer for Resolution Rate and for Voice of customer in 2014.
* Awarded as the best performer for 24 carat (100% Quality) in 2013.
* Awarded the Best Performer for Highest productivity in 2012.
* Won the contest for Yahoo Customer Experience Week - Global Photo Contest.