Dharmendra Puri

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SUMMARY

Having serviced the Prince of Qatar, the New Zealand cricket team, and 60,000+ other customers at a 5-start Sydney hotel, I enjoy building relationships with people from diverse backgrounds and pride myself in impeccable end-to-end customer service. Complementing this is a Master's in Information Technology and Hotel Management, and professional IT certifications, which provide me with strong programming language, project management, and software skills: SQL, R, Tableau, Advanced Microsoft Excel, HTML, CSS, PHP, & Power BI. Having 5.5 years of experience in freelance data analyst, workshop coordination, hospitality, and administration, I have also become a highly organized and collaborative problem solver. I value helping businesses improve their efficiency and service and am extremely interested in junior IT support/data analyst/ web developer/ database administrator roles.

KEY SKILLS

- **Management/Problem Solving –** Managed 100+ workshops and events for high profile companies to ensure smooth event operations, increase customer satisfaction rates by 10%, and increase revenue by 15%.

- **Computer Networking –** Familiar with TCP/IP Protocol, different Routing Protocols, and general Desktop and Customer Support Skills

- **Web Development –** Created a website for project in Uni using Laravel PHP framework, gained intermediate knowledge of HTML, CSS, PHP, & JavaScript.

- **Database Design, Analysis & Visualisation–** Developed database schema leveraging data models, entity relationship diagrams (ERD) based on business requirements and deployed in SQL Server and MySQL for 15+ small companies over 3 months. Acquired strong understanding of testing methodologies. Familiar with SQL Server and MSBI ETL tools like SSIS, SSAS, & SSRS. Certified Tableau Desktop Specialist.

- **Machine Learning, Data Warehouse & Mining –** Applied association rule mining, classification, and clustering methods on large supermarket data sets. Bootcamp certified in advanced SQL and R data wrangling and manipulation. Familiar with Python libraries – Pandas & NumPy

- **Programming Languages –** Exposed to C#, JavaScript, Intermediate knowledge in R, & Intermediate Knowledge in Python.

- **Cloud Computing –** Familiar with AWS EC2, RDS, Google Compute Engine, Azure Database, Cosmos DB, and Databricks.

EXPERIENCE

Data Analyst Intern, **Customer Crunch**   *Oct 2020 – Present*

- Building visualizations, dashboards, and reports, and helping data scientist for a new product development.

- Cleaning the dataset using SQL, and EXCEL and prepare the extract for the report.

Freelance Data Analyst, **Upwork**   *Mar 2020 – Present*

- Built interactive/dynamic dashboards, reports, and descriptive/predictive/prescriptive analysis via advanced Microsoft Excel Pivot Tables and Tableau Dashboards for 15+ companies over 6 months.

Data Analyst (Virtual Intern), **KPMG**   *September 2020 – October 2020*

- Performed data quality analysis, created analytical dashboards, applied customer segmentation techniques, and developed data driven presentations.

Guest Service Agent, **Fraser Suites Sydney**   *Jan 2018 – Mar 2020*

- Served 200+ customers per day (60,000+ total) to deliver exceptional end-to-end customer service.

- Created, modified, and reported on data cross-department within property management software to ensure accurate data and facilitate smooth customer experiences.

- Owned monthly sales reporting to ensure effective communication with management.

Conference Coordinator, **Hilton Sydney**   *Jun 2016 – Jan 2018*
- Conducted 100+ successful workshops and events and 5,000+ individual customers with high profile organisations to increase customer satisfaction rates by 10% and increase revenue by 15%.
- Liaised with organisers, managers, sales, and food/beverage teams to ensure smooth events.

Aid Worker, **USAID**   *Dec 2015 – May 2016*
- Participated in the Earthquake Relief Program in Nepal to reconstruct rural village infrastructure.

Admin Support, **London College Of Commerce**   *Jul 2013 – Dec 2015*
- Conducted training program for 500+ students to ensure effective administrative operations.
- Communicated with lecturers, students, and other staff to provide efficient admin support.

EDUCATION

Master of Applied Information Technology, **Victoria University**	*2018 – 2020*
Master of International Hotel Management, **BMIHMS at Torrens University**	*2016 – 2018*
Tableau Desktop Specialist	*2020*
Analysing Data with Power BI, Microsoft certification	*2020*
Microsoft Azure Data Fundamental	*2020*

Thank you for considering my application. I would love to discuss this opportunity with you and am excited to hear back.