

# Farhan Ansari

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Enthusiastic Data Analyst & ServiceNow Software Developer, eager to apply analytical skills and a passion for software development to improve business performance. Proficient in using **SQL**, **Python**, **Tableau**, and **ServiceNow** to identify areas for improvement and designing solutions that enhance efficiency to generate a positive impact on the overall business.

## WORK EXPERIENCE

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### Swift

Kuala Lumpur, Malaysia

Data Engineer Intern

June 2023 - August 2023

- Improved data accuracy by 25% through the development and enforcement of data validation procedures, using SQL and custom Python scripts to proactively identify and rectify data inconsistencies.
- Developed dashboards, analytics, and reporting capabilities using SQL & Tableau to provide real-time visibility into business processes, insights and operations to enhance data-driven decision-making and performance.
- Enhanced operational efficiency by 20% by implementing automated data workflows using Python and Apache Airflow to streamline extraction, transformation, and loading (ETL) processes, reducing potential errors.

Software Developer Intern

January 2023 - June 2023

- Leveraged the ServiceNow cloud-based platform to enhance the efficiency of IT Service Management (ITSM), IT Asset Management (ITAM) and IT Operations Management (ITOM), resulting in increased productivity and streamlined business processes.
- Implemented process automation using JavaScript within ServiceNow platform to optimize incident management and change management processes, reducing manual intervention and improving overall productivity.
- Implemented and maintained cutting-edge software systems using agile methodologies, contributing to the delivery of secure and scalable applications to improve overall user experience and customer satisfaction.

## PROJECT EXPERIENCE

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### Mobile Phone Price Prediction System

- Leveraged Python to develop a system that utilizes 3 predictive models to determine the price range for mobile phones based on their features and condition, resulting in a more accurate and reliable pricing system.
- Created a user-friendly interface that allows users to input the relevant information about their phone and receive an estimate of its value, streamlining the pricing process and enhancing the user experience.

### Heart Disease Analysis

- Led a data-driven project to uncover the root causes of heart disease, utilizing advanced statistical techniques to identify key risk factors and trends in the data.
- Created visually compelling and easy-to-understand data visualizations in Tableau, providing key insights that led to the development of targeted interventions and initiatives to improve heart health and save lives.

## TECHNICAL SKILLS

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**Programming Languages:** JavaScript, Python, SQL, R, PHP, Java, C++

**Tools:** ServiceNow, Tableau, Microsoft Excel, Power BI, MySQL, RStudio, Google Cloud, BigQuery, Data Studio

**Technologies:** Machine Learning (KNN, Linear Regression, Decision Tree, K-means, SVM and Random Forest), Statistics, Hypothesis Testing, A/B Testing, Data Science Pipeline (Cleansing, Analysis, Visualization, Modeling, Reporting)

## EDUCATION

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### Coventry University

Bachelor of Computer Science (Hons) major in Business Analytics

- Honors & Awards:** Dual Award in collaboration with INTI International University

## CERTIFICATIONS

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**ServiceNow Certified System Administrator (CSA)** | ServiceNow

**ServiceNow Certified Application Developer (CAD)** | ServiceNow

## ADDITIONAL INFORMATION

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**Languages:** Fluent in English, Bahasa Melayu & Tamil

**Interests:** Practice Coding & Restoring Classic Cars