GAYATHRI P

Mail: gayumath99@gmail.com
Phone: 9444426623

Portfolio: https://dobbysoul068.wixsite.com/gayu
GitHub: https://github.com/gayusri-ds
LinkedIn: https://www.linkedin.com/in/gayathri-p-186171309

PROFESSIONAL SUMMARY

Aspiring Data Analyst with a strong foundation in mathematics and hands-on experience through internships and projects in data analysis, machine learning, and data visualization. Skilled in Python, SQL, Excel, and Power BI for data cleaning, transformation, analysis, dashboard creation, and reporting. Experienced in building forecasting and recommendation systems and working with KPIs and business metrics to derive actionable insights and support data-driven decision-making.

TECHNICAL SKILLS

- **Programming & Querying:** Python, SQL
- **Data Tools:** Excel, Power BI, Tableau
- **Databases:** MySQL, PostgreSQL
- **Data Analysis:** EDA, Data Cleaning, Data Preprocessing, Data Validation, Data Transformation
- **Machine Learning:** Regression, Classification, Time Series Forecasting, NLP, Deep Learning
- **Libraries:** Pandas, NumPy, Scikit-learn, NLTK, Matplotlib

WORK EXPERIENCE

Sutherland Global Services, Chennai
Associate Research Analyst → Team Manager | Nov 2024 – Dec 2025

- Delivered global customer support across **international voice and chat processes**, resolving product and website-related queries with high accuracy and compliance.
- Worked as a **Research Analyst in an international chat process**, handling structured queries, validating information, and maintaining strong **CSAT and productivity metrics**.
- Promoted to **Team Manager**, leading a team during a **three-month peak season**.
- Monitored **KPIs** including attendance, login/logout adherence, quality scores, productivity, and survey results.
- Successfully met peak-season targets, contributing to process stability and client satisfaction.

Innodatatics, Hyderabad
Data Scientist Intern | Oct 2023 – Mar 2024

- Designed a **face recognition system achieving 95% accuracy** using SSD, FaceNet, and SVM, improving system reliability and user adoption.
- Developed **LSTM-based time series forecasting models for spice price prediction**, improving cost planning efficiency by 20%.
- Performed data cleaning, preprocessing, and feature engineering using Python and MySQL.
- Created Power BI dashboards and analytical reports for stakeholders.
- Collaborated with business and technical teams to improve model performance.

PROJECTS

Carbon Emission Forecasting
- Built **LSTM, GRU, and RNN** models to predict emission trends and performed feature engineering and model evaluation.
- **Tools**: Python, Pandas, NumPy, TensorFlow

Lyric-Based Music Recommendation System
- Built an NLP-based recommendation system using TF-IDF and cosine similarity on the Billboard Top 100 dataset (1959–2023).
- **Tools**: Python, Scikit-learn, NLTK, Streamlit.

EDUCATION

Indian Institute of Technology, Madras
BS in Data Science and Applications | 2025 – 2027 (Ongoing)

State University of New York & 360DigiTMG
Diploma in Artificial Intelligence | 2023 – 2024

Shree Raghavendra Arts and Science College, Affiliated to Thiruvalluvar University
M.Sc. Mathematics (CGPA: 9.64)

B.Sc. Mathematics (CGPA: 9.08)

ACHIEVEMENTS & CERTIFICATIONS

- **Gold Medalist —** M.Sc. Mathematics
- Certified **in Python, SQL, Power BI, Tableau, Data Science, AI & Deep Learning — 360DigiTMG**