GISELLE'S DATA ADVENTURE

DATA ANALYSIS AND MACHINE LEARNING

By Giselle Halim



HELLO! I'M GISELLE.

Fueled by a passion for data and machine learning, I'm dedicated to harnessing the power of analytics to drive actionable insights. My journey has been enriched by experiences at Kalbis University and the prestigious Bangkit Academy, where I've honed my skills in data analysis, visualization, and machine learning. I've further solidified my expertise by earning the Google Data Analytics Certification.

Equipped with a solid foundation in data analysis tools like Excel, SQL, Power BI, and Tableau, I've refined my skills through practical projects. My technical expertise extends to Python, Scikit-learn, and TensorFlow, where I've explored the potential of machine learning algorithms. I'm eager to contribute my expertise to a dynamic organization as a data analyst or data scientist, where I can leverage data-driven insights to innovate and drive positive outcomes.

Scan for a bonus!





EDUCATION



Kalbis University (2020 - 2024)

Information Systems - Big Data Analytics

GPA: 3.94 / 4.00

Achievements:

- National Finalist of ASEAN Data Science Explorers 2024
- 2nd place Internal competition for Information System Analysis and Design course

Organization:

Kalbis University Information Systems Student Association (HIMSI GALAKSI)

EXPERIENCES





Bangkit Academy 2023 Machine Learning Student

Graduated with a score of 93.5/100. For the capstone team project, conceptualized and developed an Android-based educational application for traditional fabric motif identification using Machine Learning techniques, reaching 93% accuracy in recognizing diverse motifs.

Orbit Future Academy AI Mastery Student

Graduated with a score of 88/100. For the capstone team project, spearheaded the development of an Al model for a web application designed to detect chili plant diseases, successfully training the model on 500 images and achieving a detection accuracy rate of 82%.

EXPERIENCES

Data Scientist Virtual Intern

Nov - Dec 2023

Home Credit Indonesia x Rakamin Academy

Developed a credit risk prediction model using company-provided loan data using Random Forest and reached 90% accuracy.

Data Scientist Virtual Intern

Sep - Oct 2023

ID/X Partners x Rakamin Academy

Worked on building a credit risk prediction model for a lending company using loan data using Random Forest and reached 90% accuracy.

Data Scientist Virtual Intern

Aug - Sep 2023

Kalbe Nutritionals x Rakamin Academy

Enhanced business strategies by creating a Tableau dashboard and developing predictive models for customer segmentation using K-Means Clustering.

Big Data Analytics Virtual Intern

Jul - Aug 2023

Kimia Farma x Rakamin Academy

Analyzed data using SQL to generate insights and visualized findings using Google Data Studio. Created a comprehensive dashboard to track medicine sales from raw data.

TECHNICAL SKILLS



- Languages: Python, SQL
- Libraries: Pandas, Numpy, Scikit-Learn, TensorFlow, Keras, Matplotlib, Seaborn
- Web Technologies: HTML, Flask, Streamlit
- Tools: Power BI, Tableau, Looker, SAP Analytics Cloud, MySQL, Microsoft Excel
- Data Analysis: Data Cleaning, Exploratory Data Analysis (EDA), Predictive Analysis, Cluster Analysis, Sentiment Analysis
- Machine Learning: Predictive Modeling, Image Classification, NLP, Recommender System

CERTIFICATES









TensorFlow Developer by DeepLearning.Al



Google Data Analytics Professional Certificate



TensorFlow: Data and Deployment



Data Analysis with Python

<u>TensorFlow: Advanced Techniques</u>

CERTIFICATES



Machine Learning Implementation



PwC Switzerland Power BI Job Simulation



Machine Learning Operations (MLOps)



ASEAN DSE 2024 Enablement Session



Accenture Data Analytics Job Simulation

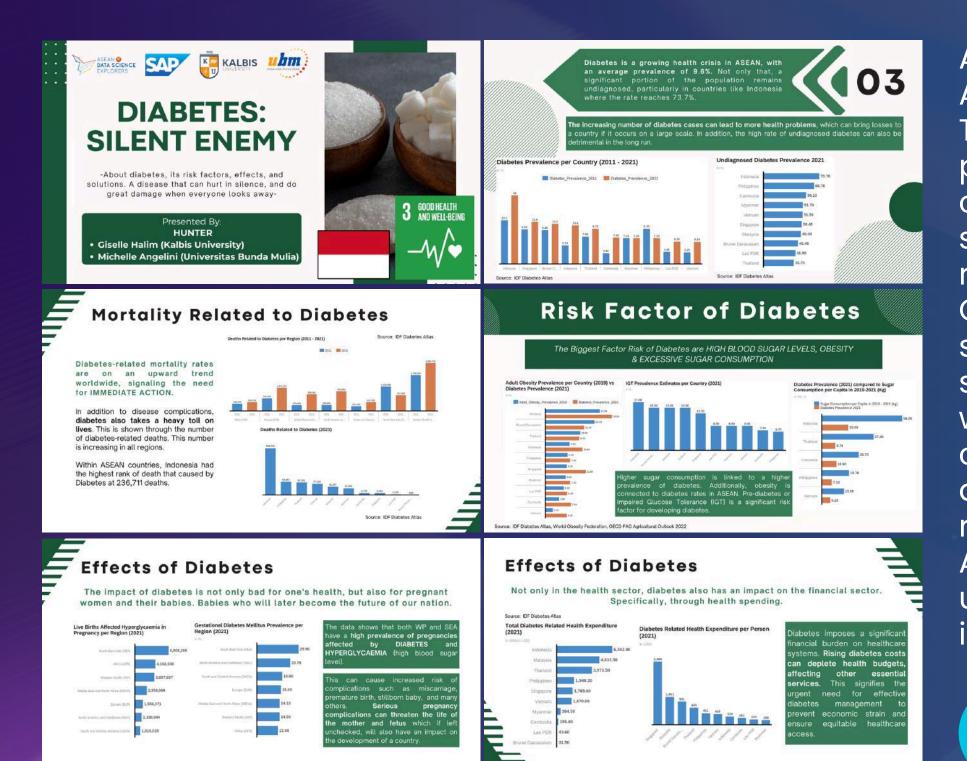


ASEAN DSE 2024 National Finalist



Showcasing past works related to data analysis, data science, and machine learning

DIABETES IN ASEAN ANALYSIS



A comprehensive analysis of diabetes cases in ASEAN was conducted using SAP Analytics Cloud. This project focused on understanding the rising diabetes, prevalence associated complications, mortality rates, risk factors, and the significant economic burden it imposes on the region. By aligning with Sustainable Development Goal 3 (Good Health and Wellbeing), the analysis sought to identify effective solutions. In addition to sector-specific recommendations, a gamified app was conceptualized to promote reduced sugar consumption and contribute to mitigating the diabetes epidemic. This project was selected to represent our team in the national finals of the ASEAN Data Science Explorers 2024 Competition, underscoring significance and its impact.

MEDICINE SALES DASHBOARD



Leveraged SQL to cleanse and structure data for a comprehensive dashboard analysis of medicine sales at Kimia Farma. Developed a dashboard with Looker to visualize sales trends, total revenue, and product-level performance over a two-week period. The dashboard facilitates quick analysis and data-driven decision-making for optimizing inventory and sales strategies.



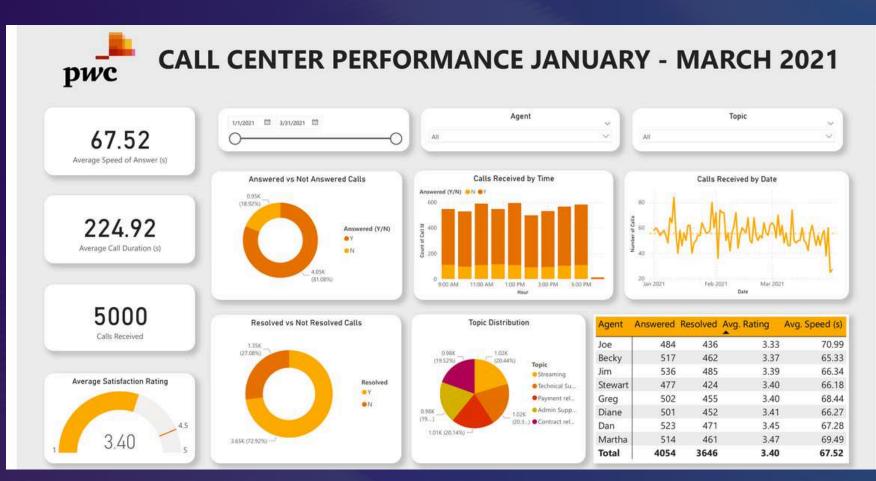
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FULL PROJECT HERE

LOOKER DASHBOARD

CALL CENTER DASHBOARD





In today's saturated telecom market, where providers bombard customers with claims of "better price" and "best service," a clear understanding of customer needs is crucial. This Power BI dashboard empowers a major telecom company to cut through the noise. By tracking KPIs like overall customer satisfaction, call answer rates, and call duration, the dashboard provides actionable insights to improve customer experience and optimize call center operations.



INSIGHTS

CALL CENTER PERFORMANCE

- Average Speed of Answer (ASA) is longer than industry standard at 67.52 seconds.
- Average Handle Time (AHT) is 224.92 seconds or 3.7 minutes.
- Call abandonment rate is 19%, suggesting opportunities to improve service levels.
- Call resolution rate is 73%, indicating room for improvement in first-call resolution.

CALL VOLUME PATTERNS

- Call volume peaks at 11 AM, 1 PM, and 5 PM, requiring
- An unusually high call volume was recorded on January
 11 2021

PROBLEMS



The current ASA of 67.52 seconds significantly exceeds the industry standard of 20-30 seconds, indicating a need to improve call handling processes.

02 Customer Satisfaction Gap

The current average customer satisfaction rating of 3.4 falls short of the desired 4.5, highlighting a need to enhance customer experience through improved service quality and resolution.



Call Volume Fluctuations

Call volume peaks at 11 AM, 1 PM, and 5 PM, resulting in potential service disruptions. Optimized staffing is required to manage these peak periods effectively.

SOLUTIONS



Implement Joe, who customer improveme



01 Speed up Answer Times

Focus on reducing average speed of answer by analyzing peak call times and optimizing staffing levels during these periods. Identify and address root causes of long wait times, such as system slowdowns or agent training gaps.

02 Enhance Customer Satisfaction

Implement targeted training for agents, especially for Joe, who has the lowest rating. Conduct regular customer satisfaction surveys to pinpoint areas for improvement. Consider offering incentives for highperforming agents.

03 Optimize Call Handling

Analyze call duration data to identify reasons for particularly short or long calls. Provide agents with tools and knowledge to resolve issues efficiently. Consider implementing call routing based on issue type to direct calls to specialized agents.

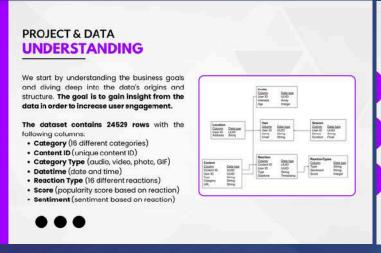
FULL PROJECT HERE

SOCIAL MEDIA CONTENT ANALYSIS



This data analysis project, conducted SocialBuzz, a leading social media and content creation firm, aimed to optimize their content strategy using Power Bl. By analyzing vast amounts of social media data, the project delivered actionable insights into content performance, audience engagement, and trends. The analysis focused on identifying the top 5 content categories driving the most engagement, providing recommendations content optimization, and uncovering opportunities for further growth.





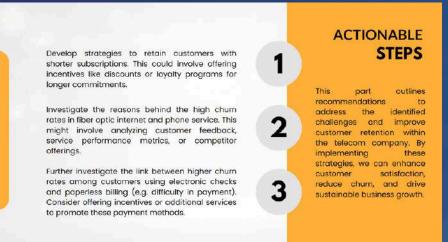


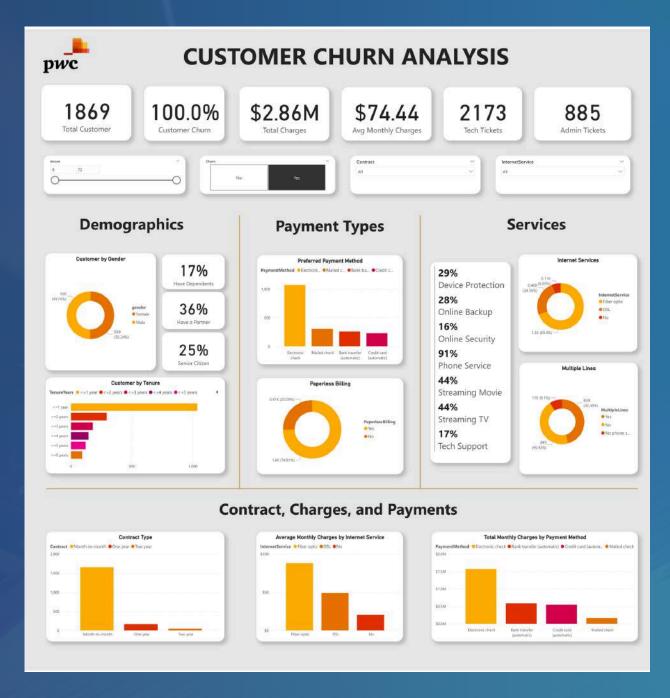
FULL PROJECT HERE

CUSTOMER CHURN DASHBOARD

This data analysis project focused on understanding customer churn within a telecom company. By leveraging Power BI, a comprehensive dashboard was developed to visualize customer demographics, service usage patterns, and other relevant factors contributing to churn. While the overall churn rate of 26.5% fell within industry standards, it highlighted the need for proactive retention strategies. The dashboard provided valuable insights to identify at-risk customers and implement targeted interventions to mitigate churn and enhance customer satisfaction.







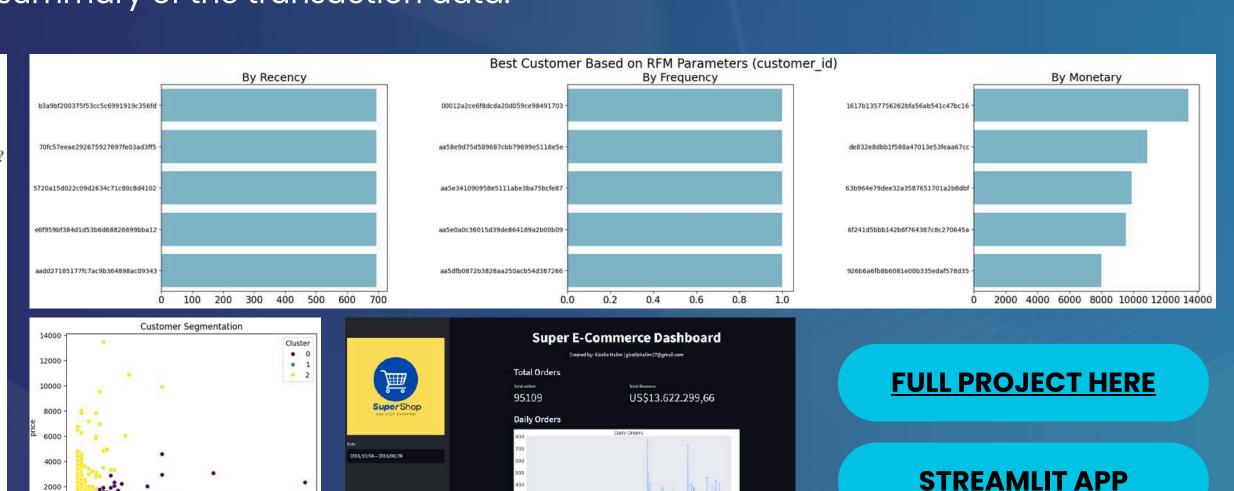
FULL PROJECT HERE

E-COMMERCE SALES ANALYSIS

Conducted data analysis for an e-commerce platform using Python to address key business questions. The analysis included calculating total sales and profit, evaluating monthly sales trends, identifying preferred payment methods, and performing RFM (Recency, Frequency, Monetary) analysis. K-Means Clustering was implemented to segment customers, enabling targeted marketing strategies. This provided insights into sales performance, customer behavior, and preferences, aiding in strategic decision-making. A web dashboard built with Streamlit provided a simple summary of the transaction data.

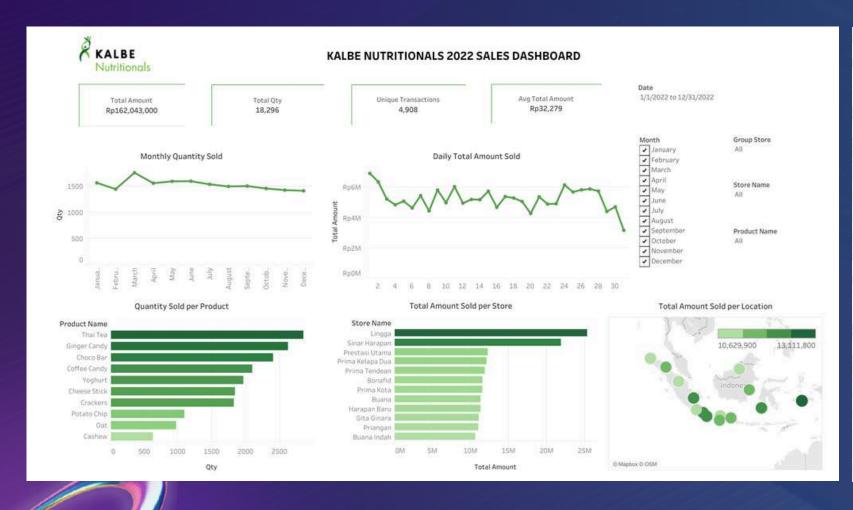
Determining Business Questions

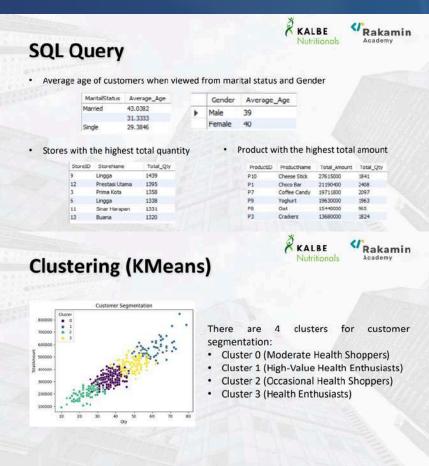
- How satisfied are customers with the store's service?
- · Are the orders always fulfilled?
- Where are the cities and states with the most customers and sellers?
- How many customers are actively making transactions?
- How many orders do customers place?
- · How many orders do sellers receive?
- What is the company's sales and revenue performance?
- What are the most and least sold products?
- How is the sales performance in each city and state?
- What is the customer behavior in making payments?
- Is there a correlation between product weight and shipping price?
- How long does it take for sellers and expeditions to process orders?
- How long does it take for sellers to respond to reviews?
- When was the last time a customer made a transaction?
- How often has a customer made a purchase in the last few months?
- How much money did the customer spend in the last few months?

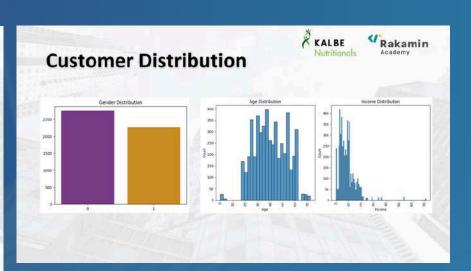


HEALTH PRODUCT SALES ANALYSIS

Leveraged SQL to analyze customer and store data, gaining valuable insights for business improvement. Python was employed for exploratory data analysis, while a Tableau dashboard provided a comprehensive overview of health product sales performance, including metrics like total sales, revenue, and sales trends. The dashboard featured visualizations of sales patterns, product popularity, and regional distribution, enabling swift identification of top-performing areas and products. K-Means Clustering was implemented to segment customers, enabling targeted marketing strategies.



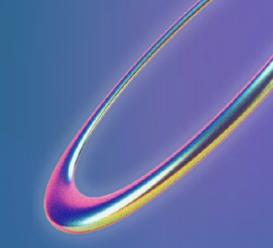




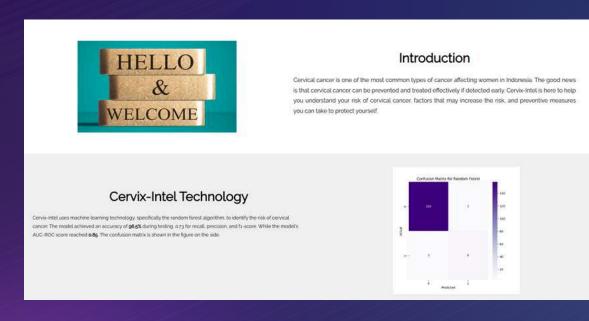
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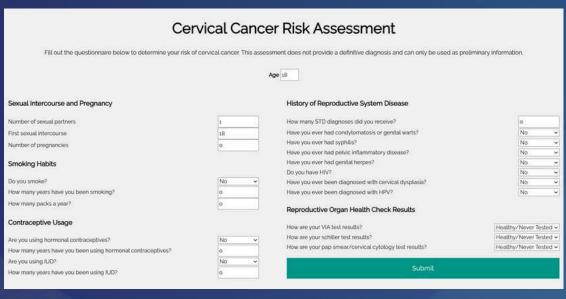
TABLEAU DASHBOARD

CERVICAL CANCER RISK IDENTIFICATION WEB-APP



The Cervical Cancer Risk Identification Web App was created for my thesis. Developed using Python, HTML, CSS, and Flask, this web app leverages random forest algorithm to accurately assess cervical cancer risk with machine learning. By analyzing user-provided data on behaviors and medical history, the web app provides valuable insights into an individual's risk level, promoting awareness and empowering users to take proactive steps for their health. With a remarkable 96.5% accuracy, this innovative tool serves as a valuable resource for individuals seeking information about cervical cancer prevention.





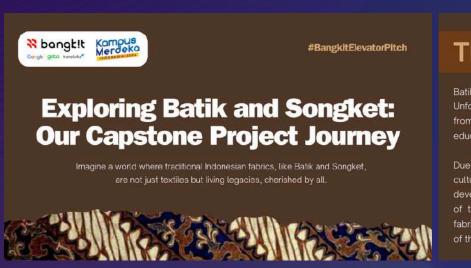




PUSAKA NUSANTARA



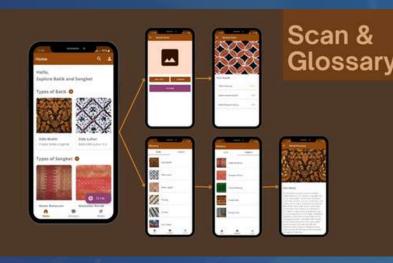
This project, undertaken as part of an independent study at Bangkit Academy, focused on developing an Android app capable of accurately identifying traditional Indonesian fabrics through photo, specifically batik and songket motifs. I took part as the machine learning team in this project. Utilizing a Convolutional Neural Network (CNN) architecture with TensorFlow Keras and leveraging transfer learning from InceptionV3, the model achieved an impressive 93% accuracy in differentiating between the patterns. To ensure seamless integration into the Android app, the trained model was converted to the TensorFlow.js format.

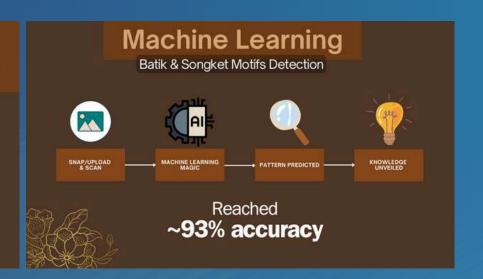


The Problem

Batik and Songket are Indonesia's renowned traditional textiles. Unfortunately, these masterpieces of craftsmanship often remain hidden from the younger generation due to a lack of awareness and proper education.

Due to the lack of proper information, there is limited understanding of the cultural significance of these traditional fabrics. This hinders the development of a community that truly appreciates the beauty and value of these fabrics. It is regrettable considering the potential that these fabrics hold in terms of the economy, tourism, and cultural development of the country.

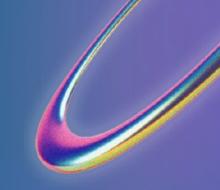




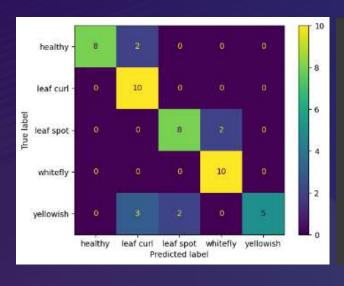
FULL PROJECT HERE

ELEVATOR PITCH

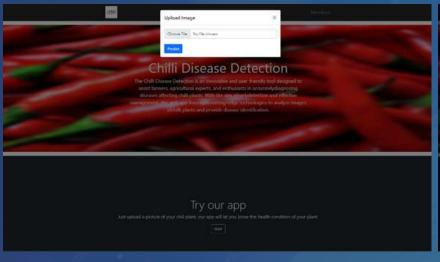
CHILI DISEASE DETECTION

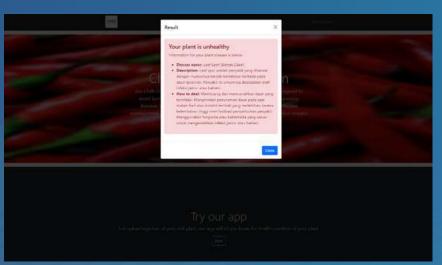


As part of an independent study at Orbit Future Academy, I assumed the role of a machine learning engineer in the capstone project to develop a web application capable of accurately identifying chili plant diseases through image analysis. Utilizing the TensorFlow Keras framework and leveraging transfer learning with MobileNet, I constructed a robust machine learning model that achieved an impressive 82% test accuracy. This model effectively differentiates healthy chili leaves from four common diseases, providing insights for farmers and agricultural professionals.



	precision	recall	f1-score	support
ø	1.00	0.80	0.89	10
1	0.67	1.00	0.80	10
2	0.80	0.80	0.80	10
3	0.83	1.00	0.91	10
4	1.00	0.50	0.67	10
accuracy			0.82	50
macro avg	0.86	0.82	0.81	50
weighted avg	0.86	0.82	0.81	50













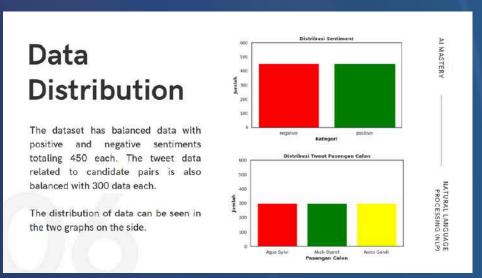


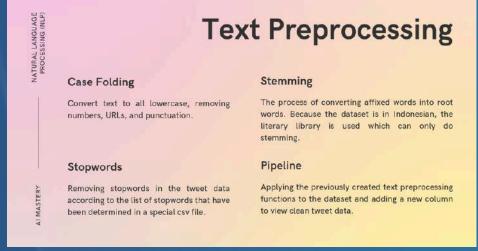
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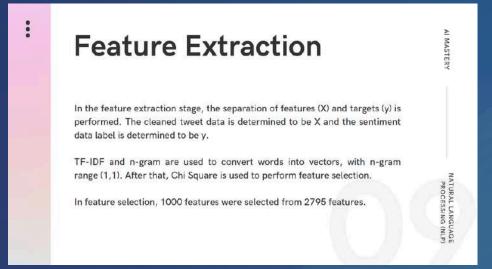


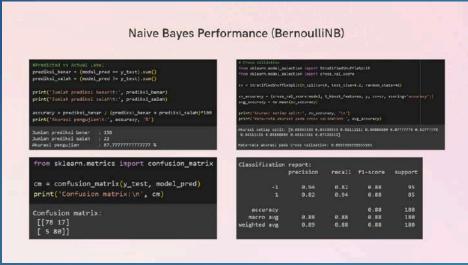
2017 JAKARTA LOCAL ELECTION SENTIMENT ANALYSIS

This project employed a Bernoulli Naive Bayes classifier to conduct sentiment analysis on tweets related to the 2017 DKI Jakarta Local Leader Election. Data preprocessing like case folding, stemming, and removing stopwords were done. Feature extraction techniques were implemented optimize model performance. The model effectively analyzed public sentiment towards the three candidates, providing valuable insights into voter preferences during the election campaign. With an accuracy rate of 88%, the model demonstrated its ability to accurately gauge public opinion based on social media data.









FULL PROJECT HERE



BOOK RECOMMENDATION SYSTEM

Employs both content-based and collaborative filtering techniques. Content-based filtering analyzes book features and user preferences to suggest similar titles with TF-IDF vectorization, the system will recommend several books that have the same author or have similar title. Collaborative filtering leverages user behavior and ratings to recommend books that others with similar tastes have enjoyed. TensorFlow Keras were employed for collaborative filtering, further refining the recommendation process. This dual approach ensures personalized and accurate book recommendations.

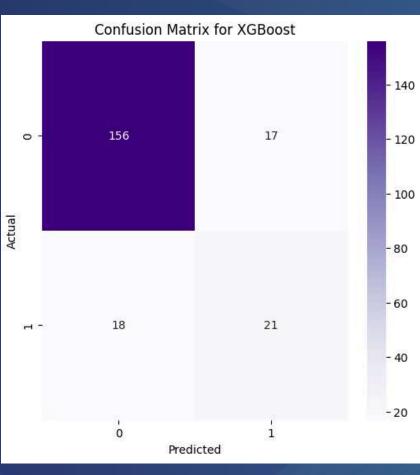
```
litton modiano nic greta lafferty paz lindskold robie pacotti gwendolen ... ryszard praagh # Get user input for the book name
                                                                                                            458/458 [============ ] - 1s 1ms/step
                                                                  search name = input("Enter the book title you want to search: "
                                                                                                            Showing recommendations for users: 432
                                                                                                            ______
                                                                  # Filter the DataFrame based on the input name
                                                                                                            Book with high ratings from user
                                                                  rec = book_recommendations(search_name)
                                                                  # Misalnya: The Blessing Stone
                                                                                                            Walk Two Moons : Sharon Creech
                                                                                                            Wuthering Heights (Wordsworth Classics) : Emily Bronte
                                                                                                            This Day All Gods Die: The Gap into Ruin (Gap Series/Stephen R. Donaldson) : Stephen R. Donaldson
                                                                  Enter the book title you want to search: The Blessing Stone
                                                                                                            Visible Heart (Silhouette Romances #275) : Dixie Browning
                                                                                                            Heaven's Price : Sandra Brown
                                                                           title author
                                                                  0 Virgins of Paradise Barbara Wood
                                                                                                            Top 10 Book Recommendation
                                                                                                            The Body Farm : Patricia Daniels Cornwell
                                                                                                            The Secret (Animorphs, No 9): Katherine Applegate
                                                                          Dreaming Barbara Wood
                                                                                                            Heir to the Shadows (The Black Jewels Trilogy, Book 2): Anne Bishop
Epoch 8/10
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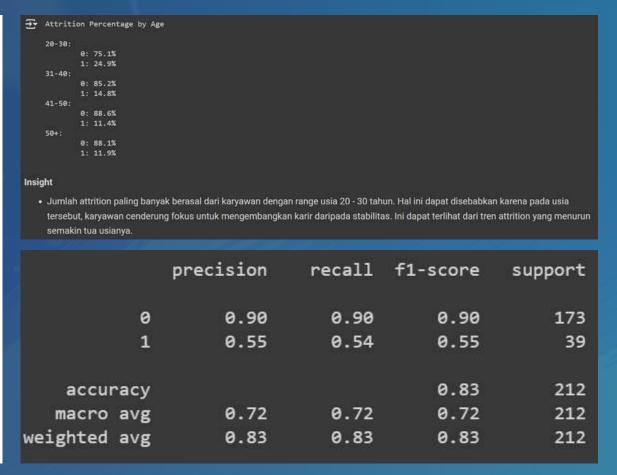
6266/6266 [===========] - 71s 11ms/step - loss: 0.4955 - root_mean_squared_error: 0.1477 - val_loss: 0.5204 - val_root_mean_squared_error: 0.1753 **FULL PROJECT HERE**

EMPLOYEE ATTRITION ANALYSIS

Leveraged Python and machine learning to analyze over 1,000 employee data and predict attrition rates by examining factors like job role, department, business travel, and satisfaction. A predictive model built with XGBoost achieved 83% accuracy in predicting employee departures. PowerBI dashboards visualized the findings to inform data-driven retention strategies.





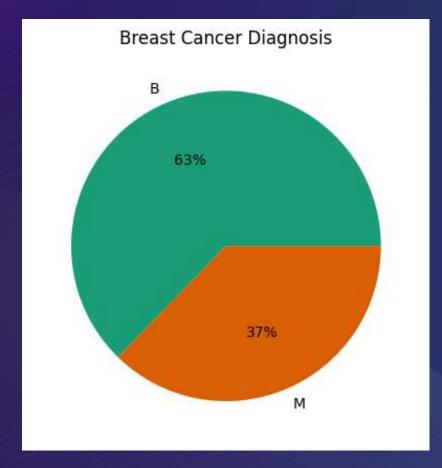


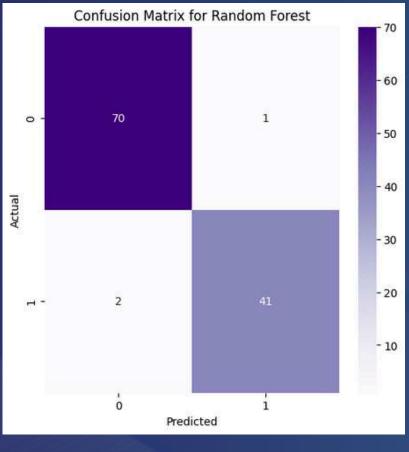




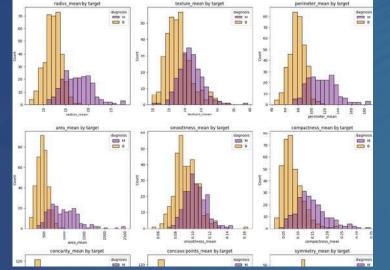
BREAST CANCER PREDICTION

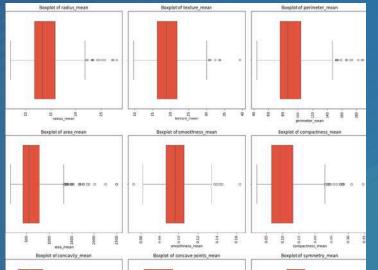
Employed data analysis to identify patterns within the breast cancer dataset. Developed a breast cancer prediction model utilizing the Random Forest algorithm to enhance accuracy and reliability. Two additional models, Gradient Boosting and Stacking, were compared to evaluate performance. Compared against the two models, Random Forest emerged as the top performer with 97% testing accuracy, providing a robust tool for early detection and improved patient outcomes.





Model	Train Acc	Test Acc	Precision	Recall	Specificity	F1-score	ROC-AUC score
Gradient Boosting	1.00	0.96	0.96	0.95	0.93	0.95	0.95
Random Forest	1.00	0.97	0.97	0.97	0.95	0.97	0.97
Stacking Model	1.00	0.96	0.96	0.96	0.95	0.96	0.96



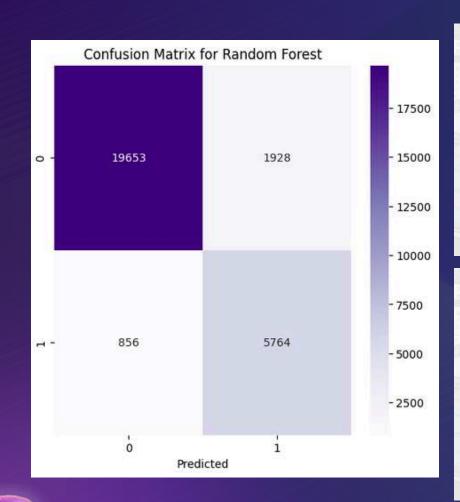


FULL PROJECT HERE

CREDIT RISK PREDICTION



Leveraged Python for exploratory data analysis (EDA) on over 400,000 credit risk data rows spanning 7 years, uncovering actionable insights to enhance company operations. The project focused on analyzing patterns of bad loans and predicting credit risk, with the goal of reducing the instance of bad credit due to a high default rate compared to industry standards. Addressed data imbalance using SMOTE oversampling and developed a Random Forest model that achieved 90% accuracy and an AUC of 89%, enabling more informed, data-driven decisions and improving credit risk management.

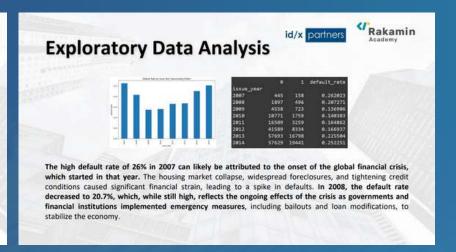


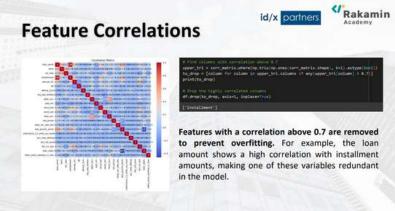


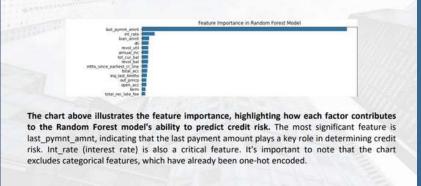


Exploratory Data Analysis

Rakamin





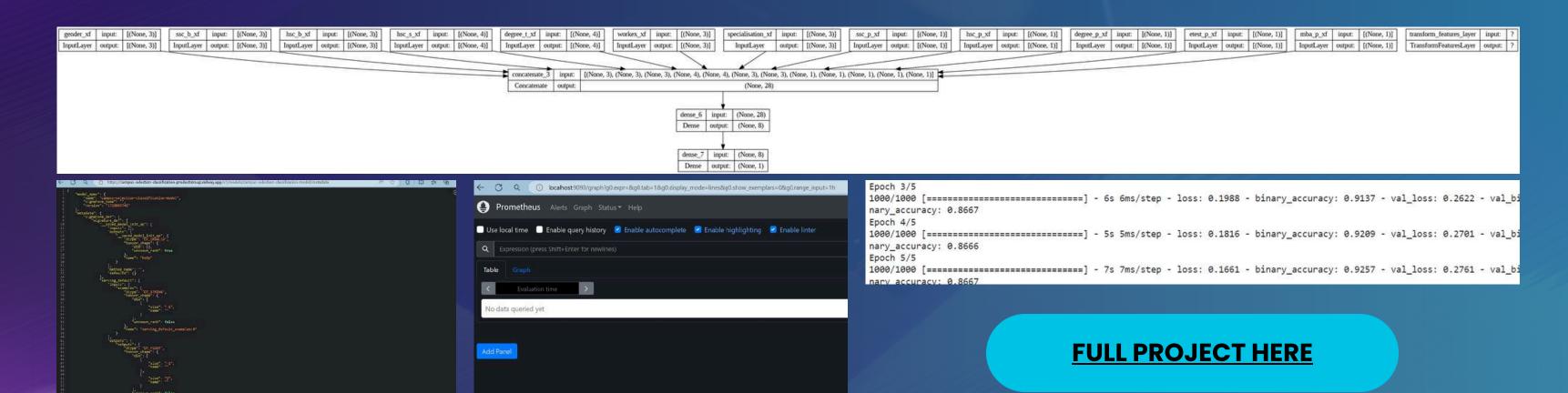


FULL PROJECT HERE



CAMPUS SELECTION PIPELINE

This project developed a machine learning pipeline to automate the campus selection process based on education history and work experience. By leveraging TensorFlow Keras and TFX components, the pipeline ensured consistent data preprocessing and training, leading to a highly accurate model. The resulting model achieved an impressive 86.7% accuracy in predicting candidate suitability. To facilitate deployment and monitoring, the model was integrated with the Railway platform and monitored using Prometheus via Docker, ensuring seamless operation and continuous evaluation of performance.





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