

## RAM KUMAR

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### EDUCATION

- **B.Tech Computer Science** August 2014- May 2018  
DAV College. India
  - **Class 12<sup>th</sup> (Commerce) – 91.2%** 2012-2014  
Bandra School, India
  - **Class 10<sup>th</sup> – 79.6%** 2011 -2012  
Bandra School, India
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### EXPERIENCE

**Microsoft Inc.**

*July 2018 – Present*

#### **Junior Data Analyst**

- Assisted in the development of predictive models to forecast customer churn, leading to a 20% reduction in churn rate.
  - Conducted exploratory data analysis (EDA) to uncover insights from customer behavior data.
  - Built and maintained SQL queries to extract and manipulate data from relational databases.
  - Created data visualizations using Power BI to present findings to senior management.
  - Provided ad-hoc analysis and reports to support various departments, including marketing and product development.
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### EXTRA-CURRICULAR ACHIEVEMENTS

- 2nd Position in Case Study Analysis
  - Awarded scholar's medal by for excellence in academics.
  - Participated in Financial Awareness Camp organized bin college
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### SKILLS

- Soft skills: Verbal & written communication, teamwork, collaboration, decision making, time management & adaptability
- Tools and technologies: MS Excel , SQL, Python, Power BI
- Hobbies/Interests: Reading