


SMEET MEHTA

A focused and goal oriented professional with zeal to make a winning career in Data Scientist and Microsoft 365 Services with an organization of high reputation in Telecommunications and Banking industry, preferably in Ahmedabad and Mumbai

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 **E-Mail:** email@mehtasmeet.com

 www.credly.com/users/mehtasmeet

 **GitHub:** [www.github.com/mehtasmeet](https://github.com/mehtasmeet)

 **Simplilearn:** <https://success.simplilearn.com/profile/smeetmehta500548/wallet>



EXECUTIVE SUMMARY

- Profound understanding of **data mining, predictive modeling, data manipulation, statistical analysis, programming, customer segmentation & forecasting, experimental design, data capture & analysis** acquired through certifications in Data Science.
- Comfort in manipulating and analysing complex, high-volume, high-dimensionality data from varying data sources and big data sources; capability to communicate complex quantitative analysis and analytic approaches in a clear, precise, and actionable manner.
- Expert knowledge of a scientific computing language such as **R, Python, and Machine Learning**.
- Act independently to identify and evangelize opportunities for improved analysis and efficiency through better data and analytics practices; strong **problem solving and analytical skills** with the desire to apply those skills in analysing complex business problems.
- Experience in managing back-office / operations for 5+ years with excellent accuracy (95%); skills in establishing rapport with the internal management and clients; proficient in using MS Office.
- Ability to work in multicultural environments; ability to thrive under tight deadlines and high-pressure situations.
- Efficient leader with skills in building and leading top performing teams, maintaining relationship at all levels and achieving and exceeding organizational objectives.



CORE COMPETENCIES

Data Science

Microsoft 365 Services

Data Analytics

Data Visualization

Cloud-Azure

Data Manipulation

Statistical Analysis

Data Management

Report Generation

Back-office Operations

Team Management

Linked 

www.linkedin.com/in/mehtasmeet



VIRTUAL INTERNSHIP

- Data Science & Advanced Analytics Virtual Experience Program**



BCG Gamma

- Data Analytics ANZ**



- Completed Virtual Experience Program Accenture Discovery Program**



- JP Morgan & Chase Software Engineering Virtual Experience**



Forage (Formerly known as InsideSherpa)



CAREER GLIMPSE

Vodafone India Services Pvt. Ltd., Ahmedabad, Gujarat



Senior Executive/Subject Matter Expert • Since Mar'19

Key Deliverables:

- Managing Q3 & Q4 teammates with below performance level, facilitating daily briefing, identifying their challenges and guiding them to tackle or overcome that particular scenario; maintaining MoM of each briefing.
- Interfacing between advisors in Q3 & Q4 and their respective TLs and assisting advisors in achieving the best performance.
- Mentoring team in meeting SLAs with minimal errors; forwarding updates to team through Mass Mailer.
- Updating records like shrinkage sheet and performance tracker including the people error report for the entire team; creating reports on performance and efficiency of team members and ensuring compliance with the pre-set quality parameters so that the business can achieve the key metrics.
- Ensuring the achievement of the highest ASAT & CSAT targets and multiple performance awards for team.
- Providing feedback after monitoring calls and analysing individual performance of teammates; directing them in problem identification, problem solving and continuous improvement measures implementation.
- Monitoring daily shrinkage & absenteeism and co-ordinate with the WFM Teams.
- Administering floor activities like sessions, huddles and PKTs from time to time.



CERTIFICATIONS

IBM:



Data Science for Business - Level 1; Applied Data Science with Python - Level 2; Data Analysis Using Python; Machine Learning with R - Level 1; Machine Learning with Python - Level 1; Data Visualization Using Python; Python for Data Science; Data Science Foundations - Level 1

Microsoft:



Microsoft Azure Fundamentals; Microsoft Certified: Azure Administrator Associate (AZ-104); Microsoft Certified: Azure AI Engineer Associate; Microsoft Certified: Azure Security Engineer Associate; DP-200 Implementing an Azure Data Solution; Microsoft 365 Certified: Teams Administrator Associate; Microsoft Certified Trainer

Juniper Networks:



Juniper Networks Certified Associate, Junos (JNCIA-Junos); Juniper Networks Certified Associate, Cloud (JNCIA-Cloud); Juniper Networks Certified Associate, Security (JNCIA-SEC)

Vodafone:



Data Analytics Essentials; Data Analytics Practitioner

- Reporting trends & problems as well as team's performance with insights to the second level teams and senior leadership; compiling content usage reports related to knowledge portals.

Accenture Solutions Pvt. Ltd., Airoli, Navi Mumbai



**Transaction Processing Associate /
Team Coach** • Jan'18 - Oct'18

Key Deliverables:

- Coached team of 25 Headcount / FTEs; performed daily briefing on their challenges and guided them to tackle or overcome that particular scenario; ensured meeting of SLAs with minimal errors; maintained team records including shrinkage sheet and performance tracker including the break tracker.
- Assisted the Team Leader with various operational works; shared individual's performance on the hourly, daily, weekly and monthly basis with Team Lead.
- Drove multiple internal projects and delivered within timelines & desired outcomes; promoted knowledge sharing through the organization's operational business process and systems.

Powerweave Software Services Pvt. Ltd., Marol, Mumbai



Senior Back Office Executive • May'17 - Jan'18

Key Deliverables:

- Delivered administrative support for all data entry as per client requirement for each job; maintained all reports for the teams.
- Entered maximum 15 jobs in an hour with accuracy; maintained high-level product knowledge and received positive feedback from the client surveys for conveying proper product features and benefits with the client.



PREVIOUS EXPERIENCE

Nexus Techno Solutions Private Limited, Marol, Mumbai



Mentor / Team Coach • Nov'15 - May'17



EDUCATION

BCA

Pursuing

ISBM University



H.S.C. Pass: Science [Engineering]

2011

**New English Higher
Secondary School –
Himatnagar, Gujarat**



ACHIEVEMENTS

- Master Program in Data Science from Simplilearn
- Master Program in Data Analyst from Simplilearn

Simplilearn:



- Data Science with R
- Data Science with Python
- Data Science with SAS Training
- R Programming for Data Science
- Python for Data Science
- Data Visualization with Python
- Data Visualization with R by IBM
- Tableau
- Power BI
- Machine Learning with R by IBM
- Machine Learning Advanced Certification
- Statistics Essential for Data Science
- Big Data Hadoop and Spark Developer
- Certified SAS Base Programmer
- SQL
- Introduction to Data Analyst
- Data Analysis with Python
- Business Analytics for Excel
- Programming Basics and Data Analytics with Python

Coursera:

- Google Data Analytics Certificate
- DeepLearning.AI TensorFlow Developer

Google:

- Google Analytics for Beginners
- Advanced Google Analytics
- Google Analytics for Power Users
- Google Analytics 360
- Introduction to Data Studio
- Google Tag Manager Fundamentals



PROJECTS

- Examining Factors Responsible for Heart Attacks
- E-Commerce Sales Dashboard
- App Rating Prediction
- Healthcare
- Loan Prediction
- Insurance factors identification using R
- Customer Service Requests Analysis using Python
- Movielens Case Study using Python
- Mercedes-Benz Greener Manufacturing using Python
- Market Analysis in Banking Domain using Python
- Walmart Stores Sales Project in SAS
- Sales Performance Analysis using Tableau



PERSONAL DETAILS



Date of Birth: March 22, 1994



Languages: English, Hindi and Gujarati



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