

WHO are you ?

SANJU KUMAR

Aspiring Data Scientist | Ex-Amazonian | Solution to Business Problems

Location: Zion, Illinois, United States

Summary

I am a passionate problem-solver with a "make it happen" spirit. My experience extends beyond academics, with a proven track record of identifying and tackling inefficiencies. At Amazon, I streamlined processes by leveraging critical thinking and a dedication to continuous learning, which led to a significant reduction in processing time by 78%.

I thrive in collaborative environments and am a quick learner. When a program manager approached me with an idea, I identified a better approach, led the project, and overcame technical hurdles to deliver the first prototype within 15 days. This experience highlights my capability to quickly learn new concepts like multiprocessing and multithreading while effectively leading and collaborating within a team. My eagerness to learn and strong work ethic make me a valuable asset. I am excited to contribute my critical thinking, problem-solving skills, and collaborative spirit to any organization.

Experience

Amazon

Associate (Support Analyst)

May 2022 - November 2023 (1 year 7 months)

Hyderabad, Telangana, India

- Developed a Python-SQL application that automated operations, reducing processing time from 19 minutes to 5 seconds—a 99.56% speed improvement with 100% accuracy.
- Created a bot application for sending notifications to the Chime app, improving response times and achieving 100% Service Level Agreement (SLA) compliance.
- Developed a DDO Tool to address carrier issues, reducing related cases by 70% and ensuring non-recurrence of the issue.
- Assisted the Program Manager with data mining tasks, contributing to strategic planning and decision-making.

TechNerd Electronics

Founder

June 2018 - August 2021 (3 years 3 months)

Hyderabad Area, India

- Established a firm offering low-cost, hands-on technical workshops in various colleges.
- Conducted 8+ events in technical universities, training over 3,000 students successfully.

AppMinds Inc

IT Analyst

June 2019 - June 2021 (2 years 1 month)

Banjara Hills, Telangana, India

- Assisted employees with troubleshooting IT issues, ensuring smooth operations and minimal downtime.

Defence Research and Development Laboratory (DRDL) - DRDO

Student Intern

June 2017 - August 2017 (3 months)

Hyderabad, Telangana, India

- Worked on the "SMART ATTENDANCE SYSTEM" project under Mr. L. Kranthi Kumar, Technical Officer 'B', gaining valuable experience and insights.

Projects

ChatBot

- Description: Developed a ChatBot that automated routine monitoring of the case queue and provided associates with updates on Service Level (SL) misses.
- Impact: Significantly reduced the workload for associates, prevented SL misses, and enhanced overall customer satisfaction by allowing associates to focus on complex issues.

Network App

- Description: Created the Network App to streamline access to critical information and tools.
- Impact: Reduced Associate Average Handling Time (AHT) from 15 minutes to just 10 seconds, improving productivity and reducing customer wait times.

Load Notes App

- Description: Developed an app to automate the capturing and documenting of load notes.
- Impact: Eliminated manual data entry, saving valuable time, and reducing the risk of errors.

DDO Tool (Defect Dispute Override Tool)

- Description: Designed and implemented the DDO Tool for managing defects and disputes.

- Impact: Enabled prompt identification and resolution of issues, maintained product quality, and upheld customer trust.

React Portfolio

- Description: Created a personal portfolio website using React, showcasing various projects and skills. Recently integrated ChatBot features using LangChain RAG concepts built with Python and Flask, deployed on Heroku and hosted on GitHub.
- Impact: Enhanced the portfolio's interactivity and functionality, demonstrating advanced skills in web development and the latest chatbot technologies, making a strong impression on recruiters.

Education

Trine University

Masters in Information Studies, Computer and Information Sciences and Support Services
Pursuing

Skills

Programming Languages

- Python (2 endorsements)
- Java (1 endorsement)
- C (1 endorsement)
- JavaScript (1 endorsement)
- HTML5 (1 endorsement)
- HTML (1 endorsement)
- CSS (1 endorsement)
- SQL (2 endorsements)

Machine Learning & Data Analysis

- Machine Learning Algorithms (1 endorsement)
- Data Mining (1 endorsement)
- Big Data (1 endorsement)
- Predictive Analytics (1 endorsement)
- Deep Learning (1 endorsement)
- TensorFlow (1 endorsement)
- Data Analysis (1 endorsement)
- Extract, Transform, Load (ETL) (1 endorsement)

Business & Process Automation

- Business Process Automation (2 endorsements)
- Test Automation (1 endorsement)

Data Visualization & Tools

- Tableau (2 endorsements)
- Tableau Essential Training (2 endorsements)
- Microsoft Excel (1 endorsement)
- Microsoft PowerPoint (1 endorsement)
- Microsoft Word (1 endorsement)
- Adobe Photoshop (1 endorsement)
- Adobe Premiere Pro (1 endorsement)

Software Development & Programming Tools

- Anaconda (1 endorsement)
- Spyder IDE (1 endorsement)
- Tkinter (1 endorsement)
- Selenium (2 endorsements)
- GitHub (1 endorsement)
- Arduino IDE (1 endorsement)
- AVR Studio 4 (1 endorsement)
- Embedded C (1 endorsement)
- Python Libraries (1 endorsement)

Web & Application Development

- HTML (1 endorsement)
- CSS (1 endorsement)
- JavaScript (1 endorsement)
- React (1 endorsement)
- Flask (1 endorsement)

Database Management

- Database Design (1 endorsement)
- SQL for Data Analysis (2 endorsements)

Networking & Systems

- Networking (1 endorsement)
- Linux (1 endorsement)
- macOS (1 endorsement)
- Windows (1 endorsement)
- Network App (1 endorsement)

Soft Skills

- Communication (4 endorsements)
- Problem Solving (1 endorsement)

- Critical Thinking (1 endorsement)
- Analytical Skills (1 endorsement)
- Leadership (1 endorsement)
- Public Speaking (1 endorsement)
- Management (1 endorsement)
- Customer Service (1 endorsement)
- Organization Skills (1 endorsement)
- Technical Support (1 endorsement)

Educational Background

- Bharat Institute of Engineering & Technology
 - Computer Literacy (2 endorsements)
 - Mathematics (1 endorsement)
- Trine University
 - R (Programming Language) (1 endorsement)
 - Networking (1 endorsement)
 - Database Design (1 endorsement)
 - Basic Math (1 endorsement)
 - Python (Programming Language) (2 endorsements)

Additional Skills

- Electronics Design (1 endorsement)
- Printed Circuit Board (PCB) Design (1 endorsement)
- Internet of Things (IoT) (1 endorsement)
- Embedded Systems (1 endorsement)
- Arduino (1 endorsement)
- Electronics (1 endorsement)
- Programming Languages (1 endorsement)
- Help Desk Support (1 endorsement)
- Atmel AVR (1 endorsement)
- GUI (1 endorsement)
- DDO Tool (Defect Dispute Override Tool) (1 endorsement)

Contact Information

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- Portfolio: mightysanju.github.io/MyPortfolio

Cover Letter

I am writing to express my enthusiastic interest in the Business Intelligence Internship within the Credit Center of Excellence, as advertised on LinkedIn. As a highly motivated student completing a Master's in Information Studies in 2024, with a strong foundation in data analysis and a passion for contributing to financial operations, I am confident that my skills and dedication align perfectly with your requirements.

Although I may not have the full two years of experience typically required, I am a quick learner with a proven track record of applying data analysis skills to real-world problems. My experiences at Amazon highlight my ability to adapt and excel:

- Critical Thinking and Problem-Solving: I identified a critical process inefficiency, learned SQL from scratch within a month, and developed a solution that reduced processing time by 75%.
- Initiative and Learning Agility: When presented with a program manager's idea, I proposed a better approach and led the development of the DDO tool. I overcame technical hurdles through self-directed learning of multiprocessing and multithreading.

These experiences demonstrate my ability to think critically, analyze data effectively, and quickly acquire new skills. My strong work ethic, combined with proficiency in Microsoft Office (Excel & Word) and experience with data visualization tools, positions me well to excel in cleaning, defining, and visualizing data for Credit systems and reporting.

Additionally, my strong communication and interpersonal skills, developed through various experiences, will enable me to collaborate effectively with the COE team and internal contacts. I am eager to contribute to streamlining data governance and records retention for the Credit Department and learn from your team.