

Neetu Kumari
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<https://github.com/neetu4595/Portfolio>
Glance Bay, Nova Scotia, Canada, B1A3E3

OBJECTIVE

Recent graduate with a Post-Bachelor's Diploma in Business Analytics, actively seeking opportunities for professional growth through entry-level roles, internships, or co-op positions. Eager to apply my analytical skills, educational background, and passion for data-driven insights to contribute effectively in a dynamic business environment.

EDUCATION

Post Baccalaureate Diploma in Business Analytics Sep 2022 - May 2024
Cape Breton University • Sydney, Nova Scotia, Canada

- Studied courses as Predictive Analytics, Data Mining, Information System Management, Statistics, Business Analytics Fundamentals, Database Concepts, Supply Chain Management, Data Visualization, Quantitative Methods, Marketing Research.
- Average percentage 91%
- Recieved academic excellence scholarship in both semesters.

Masters of Science (Mathematics) Jul 2016 - May 2018
Hyderabad University • Hyderabad, India

- Attended workshop on Number theory at University of Hyderabad.
- Summer Internship and Project at Harish Chandra Research Institute, Allahabad. (2017).
- Actively participated in various athletics events.
- Overall CGPA is 8.5

Bachelor of Science (Mathematics Hons.) Jul 2013 - May 2016
Delhi University • New Delhi, India

- Received KPMG scholarship for outstanding Academic Record.
- Overall Percentage 88%.

SKILLS

• MS Excel.	Time Management	SPSS
• MS Word	Attention to details	TABALEU
• MS Powerpoint	C, C++ Certification	Python
• Outlook	Discipline and Punctual	R language
• Efficiency	Relational database (MySQL)	Logic and Analysis
• Quick Learner	Good Communication skills both verbal and written	
• Problem solving	Basics of Mathematica & MATLAB	

WORK EXPERIENCE

Advisor II Jun 2023 - Present
Concentrix • Glance Bay, Nova Scotia, Canada

- Effectively handle incoming calls and provide exceptional customer service by addressing inquiries, resolving issues.
- Utilize active listening and problem-solving techniques to understand customer needs and provide appropriate solutions, contributing to high customer satisfaction and retention.
- Maintain detailed and accurate records of customer interactions, including issues, solutions provided, and sales transactions.
- Demonstrate exceptional communication skills, both written and verbal, to effectively interact with customers and colleagues.

Cashier/Server Sep 2022 - May 2023
Mian Restaurant • Sydney, Nova Scotia, Canada

- Excellently managed customer interactions, demonstrating strong communication and interpersonal skills to ensure a positive experience.
- Efficiently handled financial transactions, including processing customer orders and payments.
- Demonstrated exceptional attention to detail and organizational skills by accurately processing and coordinating customer orders.
- Maintained a high level of accuracy and attention to detail in managing orders and payments.

Mathematics Lecturer

Feb 2022 - May 2022

Jawahar Navodaya Vidyalaya • Rohtak, India

- Developed and delivered comprehensive mathematics curriculum, fostering a dynamic learning environment and effectively communicating complex concepts to high school students.
- Actively participated in academic activities and extracurricular programs, encouraging a holistic educational experience for students and promoting teamwork and leadership skills.

Mathematics Lecturer

Jul 2018 - Jun 2019

Jaikranti High school • Maharashtra, India

- Employed innovative teaching methods to enhance students' analytical and problem-solving skills.
- Facilitated regular assessments and provided constructive feedback to support student growth and comprehension.
- Maintained accurate records of student performance and attendance.
- Demonstrated strong communication skills, both written and verbal, in interactions with students, colleagues, and parents.

ACADEMIC PROJECTS AND PAPERS

- Created a group project "Predicting a Credit card transaction as fraudulent or Legit" in Predictive Modelling course by using Python. (2023)
- Created a group project "Improving CBU Food Bank Process" in MIS course. (2023)
- Worked on a Classification problem dataset by using "Decision Tree model" and "Naive Bayes Classification model" in R language for Data Mining Course. (2023)
- Working on the Research Paper titled "A Resilient Supply Chain Framework with Varying Product Stockout Risks" under the mentorship of CBU prof. Md. Anisul Islam. (2023)
- Created a group project "Causes of deaths around the world" in Data Visualization course in Tableau. (2023)
- Done a Literature review on "AI Application in Online Retail in Brazil" and created a data analysis report on "AI Application in Online retail in China" in Marketing Research course by using SPSS. (2023)
- Created a database of 'Blood bank' as a project in 1st semester of Business Analytics course. (2022)
- Worked on project titled 'Factors Influencing Happiness Index of countries across the world' by using Multiple Regression. (2022)
- Worked on a project titled 'Application of IOT in Transportation' of Supply Chain Management. (2022)
- Presented a Paper titled 'Impact of Pandemic on Indian Society' at the International Conference Of emerging trends in Socio-Cultural in JNU.

WEBSITES/PORTFOLIO

- Portfolio - <https://github.com/neetu4595/Portfolio>
- Github - <https://github.com/neetu4595/neetu4595>
- LinkedIn - www.linkedin.com/in/neetu1995