

Nihar Dholaria

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Aspiring Computer Science student with strong analytical skills and industry knowledge, seeking to leverage advanced data analytics expertise and proficiency in Microsoft Excel, Microsoft Power BI, and Tableau to identify trends, drive operational efficiency, and support strategic decision-making in a dynamic organisation. Dedicated to enhancing organisational performance through data-driven insights, process improvements, and collaboration with cross-functional teams.

SKILLS & ACTIVITIES

- **Programming Language:** Python, ReactJs, Java, C/C++, SQL, VBA, C#, NodeJs, Angular
- **Data Analysis & Visualization:** PowerBI, Tableau, Data Analysis, Data Visualisation, Dashboarding, Microsoft Power BI, Data Curation
- **Machine Learning & AI:** TensorFlow, OpenCV, Scikit-learn, Keras, PyTorch, Natural Language Processing (NLP), Computer Vision, PySpark (querying, transforming, joining, cleaning)
- **Data Engineering:** Data Mining, Data Management, Data Mapping, Pipelining, ETL/ELT
- **Technical Proficiency:** Embedded Systems, Web Applications, Front-End Development, Digital Channels, Digital Solutions, Technical Specifications, Algorithms, Query, Airflow, D3.js, Data Structures, TS, Publish, Access Control
- **Databases:** MySQL, Hadoop, Oracle, MongoDB, Impala, Hive, Kafka, Microsoft SQL Server
- **Operating Systems, Tools and Software:** Windows, Linux, Git, Power BI, Tableau, Microsoft Office (Excel, Word, PowerPoint, SharePoint), GitHub, Kubernetes, Jira, Confluence, AWS, Jenkins, Selenium, Kubernetes

WORK EXPERIENCE

Team Lead

September 2024 - Present

Wingstop Canada

Toronto, ON

- Led tailored customer service training, increasing first-call resolution by 25% and decreasing escalations by 15%, showcasing strong management and communication skills.
- Directed cross-functional teams, optimising workflows and saving 50+ hours weekly, demonstrating initiative and a focused approach to problem-solving.
- Emphasised effective communication for enhanced collaboration, meeting client requirements, and fostering interpersonal relationships.

AI Engineer Intern (Remote)

January 2024 – April 2024

Radical AI

New York, USA

- Developed AI applications using industry-leading frameworks like OpenAI Assistant API and Google Gemini.
- Performed comprehensive data collection, preprocessing, and prompt engineering to ensure optimal model performance, demonstrating a dedicated and detail-oriented approach.
- Conducted thorough testing and performance logging to analyse model outputs, driving continuous innovation and ensuring high standards of accuracy and integrity.

Technical Support Analyst Intern

March 2024 – June 2024

GaoTek Inc

Pickering, ON

- Provided first-line technical support, resolving 95% of hardware, software, and network issues on initial contact, showing strong technical and problem-solving skills.
- Integrated data management and automation technology within an agile environment, improving resolution times by 40% and demonstrating a resilient and innovative approach.
- Enhanced system performance and user satisfaction by 25% through collaborative efforts and meeting key KPIs, highlighting a responsible and dedicated work ethic.

Software Developer Intern

August 2021 – March 2023

O2 International LLP

Ahmedabad, IN

- Managed MySQL databases, improving data storage and retrieval data access efficiency by 30%, showing technical proficiency and attention to detail.

- Developed and maintained Python and cloud-based applications, enhancing website features to increase user satisfaction by 15%, demonstrating a passionate and innovative approach.
- Collaborated to resolve bugs, reducing website downtime by 20% and improving overall system stability, showcasing strong interpersonal and collaborative skills.

Pojects

Face Expression Recognition using VGG Transfer Learning:

June 2024

- Developed a face expression recognition model using transfer learning with the VGG architecture.
- Pre-processed 15,000 images with scaling, resizing, and augmentation techniques. Enhanced image quality using Gaussian blur and histogram equalization.
- Fine-tuned VGG by unfreezing specific layers and optimized data loading with TensorFlow's tf.data API.
- Managed overfitting with regularization and hyperparameter tuning, achieving 78% accuracy, evaluated through AUC and confusion matrix.
- Deployed the model in a real-time application via Streamlit with visualized predictions.

Expense Tracking App:

November 2023

- Developed a web app to track daily income and expenses using React.js, Node.js, and MongoDB, with Bootstrap for a responsive UI.
- Built user authentication, CRUD operations, and interactive financial charts, integrating RESTful APIs for seamless data handling.
- Deployed the app on Heroku and enabled CSV report export functionality.
- Utilized JavaScript and Heroku for version control and deployment.

Customer Segmentation Analysis

May 2023

- Conducted customer segmentation analysis using Python, SQL, and Tableau.
- Collaborated with cross-functional teams, ensuring data integrity and alignment with business goals.
- Utilized AWS for data storage and developed pipelines with DevOps CI/CD.
- Created reports and visuals to support business decisions.

Education

Software Engineering Technology with A.I

Toronto, ON Centennial College

September 2023 – Present

High School Graduate

Ahmedabad, IN S.D.A School

June 2019 – April 2022

Certification

- Oracle Cloud Infrastructure 2024 Generative AI
- Oracle Cloud Management 2023