

Rinku Diwakar

📞 9137438718 — ✉️ diwakar.active@gmail.com — 💼 linkedin.com/in/mrdiwakar1 — 🌐 github.com/nitian-rockstar

Education

B.Tech, Electrical Engineering, May 2027
– CGPA: 7.64

Dr BR Ambedkar National Institute Of Technology, Jalandhar

Class 12th, CBSE, July 2023
– Percentage: 89.9

MGM KPS, Bheeti Kaushambi

Class 10th, CBSE, July 2021
– Percentage: 98.4

MGM KPS, Bheeti Kaushambi

Skills

Data Analytics And Machine Learning/AI: Python and its libraries, MySQL, Power BI, MS Excel, Data Cleaning and Visualization, and Data Predictions.

Electrical Engineering: Power Systems, Electrical Machines, Matlab, Power Electronics, Electrical Circuits.

Programming & Development: C++, C, Python and its libraries, DSA and Web Development (fronted).

Business & Communication: Business Development, Customer Relationship Management, Marketing, sales and good command in **English**.

Experience

Coursevita, Hyderabad, Telangana
Business Development Intern

May 2024 – Aug 2027

- Assisted in strategizing and executing marketing campaigns to attract students and educators.
- Conducted market research to analyze industry trends and customer needs.

Vivaconnect pvt ltd
Customer care Executive

May 2023 – July 2023

- Handled customer queries and complaints for JioMart, ensuring prompt and effective resolution.
- Assisted customers with order tracking, refunds, and product inquiries, enhancing customer satisfaction.
- Developed strong communication and problem-solving skills while managing high call volumes.

Projects

Telegram Chat bot using OpenAI API

(GitHub Link)

- Developed a Telegram bot using **Python** and **OpenAI API** to generate AI-driven responses.
- Implemented API calls to process user inputs and return relevant outputs from ChatGPT.

Data Analytics Projects

1) Power BI Data Visualization

(GitHub Link)

- Developed an interactive **Power BI dashboard** using the Classic Models dataset from Kaggle, analyzing **sales, customer trends, and product performance** with dynamic visualizations.

2) SQL-Python E-commerce Analysis

(GitHub Link)

- Conducted **data extraction, cleaning, and analysis** on an **E-commerce dataset** using SQL and Python to derive insights on **customer behavior, sales trends, and business performance**.

3) Customer Churn Analysis

(GitHub Link)

- Built a **machine learning model** using Python to predict **customer churn**, applying **data preprocessing, feature engineering, and exploratory data analysis (EDA)** for strategic decision-making.

Accomplishments

- **Winner of ImaGenAI Competition** at IIT Delhi Techfest 2024, Secured **3rd Place** in **What If Competition** at IIT Ropar Techfest 2024, Competed in the **Hover Hurdle Competition** at IIT Ropar and IIT Delhi.

Position Of Responsibility

- **Institutions and Innovation Council (IIC) Club** - Core Member, **Rtist (robotics Club)** - Core Member, **Zeal Society** - Core Member, **Daksh Club** - Core Member, **IOTA Club** - Core Member