

Rishikesh Yadav

B.Tech - Computer Science & Engineering

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EDUCATION

KCC Institute of Technology and Management
(AKTU) | B.Tech in CSE | Aug 2019 - Aug 2023 |
Greater Noida, India
CGPA : 6.71/10 (till 7th Sem)

SKILLS

Language: Python, SQL

Analytical tools: Power BI, Excel/Google sheets, Tableau

Frameworks: Numpy, Pandas

Technologies: HTML, CSS, Bootstrap

Environment: Visual Studio Code, PyCharm, Jupyter
Notebook, Workbench

Platforms: Windows, Google cloud, Linux

PROJECTS

Call-center Trends Dashboard| Power BI, Excel

- Created a dashboard in Power BI that reflects all relevant Key Performance Indicators (KPIs) and metrics in the dataset.
- KPIs include- [Overall customer satisfaction], [Overall calls answered/abandoned], [Calls by time, Average speed of answer], [Agents performance quadrant -> average handle time(talk duration) vs calls answered]

Customer-Retention-Dashboard| Power BI, Excel

- Create a dashboard for the retention manager that reflects all customer-retention Key Performance indicators(KPIs) and metrics in the dataset.
- Used Excel for cleaning the dataset, and Power BI for visualization of data

Diversity and Inclusion Dashboard| Power BI, Excel

- Created a diversity and inclusion dashboard of key performance indicators (KPIs) related to diversity and inclusion initiatives within an organization.
- It can also demonstrate the organization's commitment to diversity and inclusion to internal and external stakeholders.

Virtual Desktop Assistant - Oswarld| Python, TensorFlow, PyCharm | Nov 2021 - April 2022

- developed an Artificial Intelligence named **Oswarld** that is a Virtual Desktop Assistant similar to Cortana.
- Used Tkinter for designing the GUI of Oswarld as it provides a powerful object-oriented interface to the Tk GUI toolkit.
- use pyttsx3, speech recognition, web browser and Wikipedia in order to provide speech commands and fetch important information required by the user.

CERTIFICATIONS

- Forage** : Completed Power BI Virtual Case Experience with PwC Switzerland
- Google Cloud** : Google Cloud Ready Facilitator Program(1x) and 30 days of google cloud(2x)
- Coursera**: Google Cloud training

COMMUNITY

Google Cloud Ready Facilitator Program / Facilitator | Mar 2022 - Aug 2022

- Organized GoogleCloudFacilitator program 2022 With 300+ students across India
- guided new peers to explore the Google Cloud Platform by getting them registered with Google Cloud Ready Facilitator
- Program to help them complete each and every task they were required to complete in order to learn and finish the program.
- Help them by demonstrating Virtual Labs available On Google Cloud Skill Boost.
- Lead the entire program, which consists of various types of cloud labs, further consists of various Quests and Skill Badge