

AKSHAT PANDE

07494288833 | akshat.pande@outlook.com | <https://www.pandekakshat.com> | London, UK.

OBJECTIVE

Skilled software developer with expertise in data science, machine learning, and web development. Demonstrated ability to develop high-performance web applications and implement machine learning models to address complex challenges. Known for integrating sophisticated data analysis into user-centric solutions. Committed to innovation and leveraging technology to drive business outcomes and enhance user experience.

EXPERIENCE

Night Receptionist | Sloane Square Hotel (Nov 2023 – Present)

- Conduct thorough financial audits each night, ensuring all transactions are accurately recorded and reconciled.
- Manage all aspects of the front desk operations during the night shift, including guest check-in/check-out, payment processing, and issue resolution.
- Implement effective strategies to enhance customer satisfaction and operational efficiency

Senior Customer Service Advisor | HFS LTD (Aug 2023 – Nov 2023)

- Expertly coordinated communications among various teams and external contractors, ensuring smooth operations and enhanced service delivery for accommodation
- Managed comprehensive responsibilities including student allocation, financial oversight, auditing, and logistics, optimizing cross-functional team efficiency and effectiveness
- Fostered a warm and supportive community atmosphere, ensuring all students felt at home and valued, by proactively addressing their concerns and facilitating a positive living experience.

Customer Service Advisor | HFS LTD (April 2022 – Aug 2023)

- Skillfully managed accommodations for 100-150 students, ensuring a seamless living experience by addressing their needs and concerns promptly
- Led a collaborative effort to enhance service quality and student satisfaction, propelling our accommodation into the top 10 rankings within Bristol.
- Oversaw student allocation, financial operations, and auditing, while optimizing logistics to improve efficiency and customer service delivery.

Head of Expansion | DualChain (Aug 2022 – Present)

- Spearheading the world's carbon-negative blockchain exchange that tackles global famine and climate change
- Responsible for vision and development in correspondence to blockchain technology.

SKILLS

- | | |
|---|---|
| <ul style="list-style-type: none">- Budget management and financial oversight.- Operational excellence in student accommodation- Proficiency in IT and data analysis.- Strong understanding of health and safety regulations.- Effective communication and conflict resolution.- Customer Relationship Management. | <ul style="list-style-type: none">- Project Management- Data Science & Machine Learning- Python- Data Visualization- Artificial Intelligence- Analytical Thinking. |
|---|---|

EDUCATION

University of Bristol – 09/2021 – 02/2023

M.Sc. Financial Technology with Data Science

- Completed projects in Property Marketplace using NFTs and Polygon, Carbon Chain, and Simulating BSE with Robot Traders, demonstrating a strong foundation in designing and testing digital solutions.

Amity University – 07/2017 – 07/2021

B.Tech. Computer Science & Engineering – 3C

- Engaged in projects on ML, AI Music Genre Classification, and Blockchain, showcasing early expertise in rapid design and iteration of digital solutions.

INTERESTS

Anime | Cooking | Gaming | Podcast and Vlogs | Poetry | Travelling