Akshat Pande

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WORK EXPERIENCE

Dualchain   **Aug. 2022 – Present**
Head of Development   *London, UK*
- Led the development of carbon-negative blockchain exchange addressing global famine and climate change.
- Directed vision and strategic development in climate conscious technologies and blockchain technology.
- Demonstrated expertise in utilizing disruptive technologies to innovate digital solutions, projected to improve efficiency by 15%.

Sloane Square Hotel   **Nov 2023 – Present**
Night Auditor   *London, UK*
- Conducted nightly financial audits, ensuring 100% accuracy in transaction records and reconciliations.
- Managed front desk operations during night shifts, handling an average of 15 guest check-ins/check-outs per shift, utilized innovative digital solutions, achieving a 25% increase in operational efficiency.
- Implemented strategies to improve customer satisfaction, resulting in 15% increase in positive reviews

Homes for Students LTD   **Apr 2022 – Nov 2023**
Senior Customer Service Advisor | Aug 2023 – Nov 2023   *London, UK*
- Coordinated communications among teams and external contractors, reducing operational delays by 20%.
- Managed student allocation, financial oversight, auditing, and coordination, optimizing cross-functional team efficiency.
- Fostered a supportive community atmosphere, proactively addressing student concerns and facilitating a positive living experience, increasing student reviews by 10%.

Customer Service Advisor | Apr 2022 – Aug 2023
- Managed accommodations for 100-150 students, promptly addressing their needs and concerns.
- Led initiatives to enhance service quality and student satisfaction improvement by 25%, achieving top rankings within Bristol.
- Oversaw student allocation, financial operations, and auditing, improving logistics efficiencies by 20%.

PROJECTS

- **Customer Sentiment Analysis:** *Python, BeautifulSoup, NLTK, Seaborn | Sentiment Analysis, Business Insights.*
- **Carbon Chain:** *Python, Web3, Streamlit, | Climate Conscious, User-centric Insights, Disruptive Technology.*
- **Recommendation System:** *Python, Sci-kit Learn, TF-IDF | Collaborative Filtering, Behavior Analysis*

EDUCATION

University of Bristol   **February 2023**
M.Sc., Financial Technology with Data Science   *Bristol, UK*
- *Completed projects in Property Marketplace using NFTs and Polygon, Carbon Chain, and Simulating BSE with Robot Traders, demonstrating a solid foundation in designing and testing data-driven solutions.*

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** *Google Data Analytics Professional Certificate, Bloomberg Market Concepts, AI Fundamentals, Kaggle Learn Certification.*
- **Soft Skills:** *Analytical thinking, Budget management, Customer relationship management, Health & Safety Regulations, Conflict Resolution, Time Management, Adaptability, Leadership.*
- **Technical Skills:** *Data Visualization, SQL & NoSQL, Python, Cloud Computing, ETL, Project Management, Digital Transformation, Process Modelling.*
- **Interests:** *Anime, Cooking, Gaming, Podcast and Vlogs, Poetry, Travelling, Digital Trends Enthusiast*