

# Piyush Mishra

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## EXPERIENCE

### Customer Success Associate

Magicipin

August 2021 – June 2022, Remote

- Managed and coordinated a team of 40 members, achieving a notable 62.5% reduction in average ticket resolution time from 40 minutes to 15 minutes, leading to a substantial increase in customer satisfaction.
- Applied SQL and Excel to conduct ACPT analysis, revealing actionable insights that significantly improved team productivity and efficiency.
- Contributed actively to the creation of workflow and standard operating procedures for a newly established fashion department, resulting in streamlined operations and a 30% improvement in task completion time.

### Business development associate

Inpravia Global

November 2020 – July 2021, Ranchi

- Client relationship development and management, resulting in increased sales up to 6%.
- Strategic formulation of online marketing approaches for product and service promotions.
- Proven track record of fostering client connections to drive successful business outcome.

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## PROJECTS

### Rossmann Sales Prediction (Regression Project)

- Implemented various models, including Decision Tree, Gradient Boosting, Ridge, Linear Regression, Lasso, AdaBoost, Elastic Net, and XGBoost.
- Achieved outstanding predictive accuracy with metrics\_xgb\_model, attaining an R score of 0.980.
- Effectively minimized prediction errors, as indicated by a low RMSE of 462.73 for metrics\_xgb\_model.
- Showcased proficiency in diverse models, including metrics\_decision\_tree with an R score of 0.973 and RMSE of 539.34.

### Health Insurance Cross Sell Prediction (Classification Project)

- Employed Logistic Regression, Decision Tree Classifier, Random-Forest, and AdaBoost Classifier.
- Decision Tree model excelled with 0.986 training accuracy and 0.876 validation accuracy, showcasing strong generalization.
- Logistic Regression demonstrated respectable performance with around 0.80 validation accuracy but fell short of the Decision Tree model.

### Stock Prediction of PNB (Regression Project)

- Leveraged models like XGBoost, Gradient Boosting, Decision Tree, Ridge, Linear Regression, Lasso, AdaBoost, and Elastic Net.
- Metrics\_xgb\_model excelled with an impressive R score of 0.997.
- The Decision Tree model achieved an R-score of about 0.996, demonstrating its noteworthy predictive accuracy.

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## CERTIFICATIONS

### Predictive Analytics

IIM Bangalore • 2023

- Successfully completed the Two-credit course in Predictive Analytics from the Indian Institute of Management Bangalore via Swayam, demonstrating proficiency in data analytics and predictive modeling, with a consolidated score of 69.6%

### Analyzing and Visualizing Data with Microsoft Power BI

PwC • 2023

- Completed a job simulation where I strengthened my Power BI skills to better understand clients and their data visualization needs. Demonstrated expertise in data visualization through the creation of Power BI dashboards that effectively conveyed KPIs, showcasing the ability to respond to client requests with well-designed solutions. Strong communication skills reflected in the concise and informative email communication with engagement partners, delivering valuable insights and actionable suggestions based on data analysis. Leveraged analytical problem-solving skills to examine HR data, particularly focusing on gender-related KPIs, and identified root causes for gender balance issues at the executive management level, highlighting a commitment to data-driven decision-making.

### Data Analytics Consulting

KPMG • 2023

- Completed a simulation focused on advising a client on customer targeting with the Data, Analytics & Modelling team Assessed data quality and completeness in preparation for analysis Analysed data to target high-value customers based on demographics and attributes Developed dashboards to communicate findings with visuals

### Full Stack Data Science

Almabetter • 2023

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## EDUCATION

### B.B.A (Finance)

Ranchi College • Ranchi • 2020

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## SKILLS

**Areas of Interest:** Data Cleaning, Data Visualization, Business Analysis, Forecasting

**Technical Skills:** Python, SQL, Power Bi, DAX, Google Sheets, Excel, Tableau, Scikit-Learn, NumPy, Pandas, Matplotlib, Seaborn

**Soft Skills:** Leadership, Problem Solving, Effective Communication, Teamwork, Conflict Resolution