

Education

D.Y.Patil College of Engineering & Technology (Shivaji University, Kolhapur) - B.E. Electronics (1st Class)

Data Science & Business Analytics Masters Program Certification (Simplilearn)

IBM Certification - Python for Data Science

Skills

Soft Skills : Effective Communication, Global Cultural Competence, Proactive client engagement, collaboration, time management, multitasking, problem solving and analytical thinking.

Technologies/Frameworks: **Customer Support Tools:** CRM Systems, Jira, Documentation platforms, ServiceNow, ZenDesk.

Troubleshooting: Technical Issue Diagnosis, Root Cause Analysis, Network Basics

SaaS Tools: Azure Fundamentals, REST APIs, Application Deployment Concepts, AWS

OS & Networking: Windows/Linux/Unix admin, TCP/IP, DNS, VPN, DHCP

Languages : Python, SQL, R (Statistical Analysis, Data Visualization, Scripting and Automation)

Tools: Tableau, Power BI (Dashboard Creation, Data Storytelling, Interactive Reports, Data Modeling)

Experience

Independent Business Owner - Cosmetics Retail

2017 - 2023

- Managed complete store operations including inventory control, product sourcing, pricing, vendor coordination, and billing—ensuring smooth day-to-day functioning while maintaining profitability and customer satisfaction
- Handled all financial aspects such as digital payments, cash flow tracking, and tax compliance including regular GST filing, demonstrating strong organizational skills and attention to regulatory detail.
- Engaged directly with customers daily, offering personalized product recommendations based preferences, fostering long-term relationships and significantly increasing repeat business through excellent communication and service quality.

Amazon Development Centre - CS Associate

2016 - 2017

- Provided end-to-end support for Amazon Prime customers across subscriptions and devices like Fire Stick and Kindle, ensuring high satisfaction through timely resolution, empathy, and platform-specific expertise.
- Worked in a cross-skilled role handling Voice, Chat, and Email channels; maintained consistent service quality across all communication modes while adapting responses for different customer preferences and urgency levels.
- Supported customers in both India and North America markets, adjusting tone, product knowledge, and troubleshooting methods based on regional policies, user behavior, and language nuances.
- Cross-trained and supported new hires by assisting process trainers, contributing to knowledge sharing and faster onboarding.

Projects

Crime Analysis Dashboard using Tableau & SQL

- Developed an interactive Tableau dashboard to visualize city crime statistics, aiding police departments in strategic planning.
- Analyzed crime incidents by time periods, locations, & types, uncovering patterns & trends over multiple years.
- Implemented data preprocessing techniques like splitting DateTime fields & creating calculated fields for detailed analysis.
- Created dynamic filters & parameters to enable detailed exploration of crime data, resulting in comprehensive "Overall Crime Statistics" & "Time Period Analysis" dashboards.

Extracurricular

Interests: Watching football; Exploring new technologies; Reading various genres; Creating written works, such as poetry, short stories, & articles that focus on social issues, human rights, & empowering women; Tidying up & organizing spaces

Languages : English, Marathi, Hindi, Spanish