



## SUMMARY

Highly skilled and motivated IT professional with over 7 years of experience in Windows and Linux administration with good troubleshooting skills on Mac. Excellent communicator with a talent for explaining technical concepts to non-technical stakeholders. Seeking to leverage my skills and experience to transition into a Data Analyst role, utilizing my data science and machine learning expertise to bring valuable insights to an organization with a forward-thinking culture.

## EDUCATION

### Scaler School of Technology

Data Science and Machine Learning  
Present

### Alagappa University

Master of Business Administration  
May 2018

### Subbalakshmi Lakshmipathy college

B.sc(Information Technology)  
March 2015

## SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Experience in providing insights from the given data.

## COURSE HIGHLIGHTS

- Studying Data Science and Machine Learning course at Scaler Academy.
- Current Modules Covered: SQL, Tableau, Excel, and Python.

- SQL Topics Covered: Extracting data, filtering data, group and aggregate functions, joins, windows function, date and time function, advanced constructs - CTEs, SQL query optimization, DDL and DML Commands, Index, and partitioning.

## PROJECTS

- Business Case Study: Conducted an in-depth analysis of a real-world dataset for a company (confidential). Explored various dimensions including order status, pricing, payment and freight performance, customer location, product attributes, and customer reviews. Derived valuable insights into business operations, order processing, pricing strategies, and customer satisfaction levels.

## PROFESSIONAL EXPERIENCE

### IT Support Associate

Amazon Development Centre | Coimbatore  
July 2020 - Present

- Provided technical troubleshooting and support to walk-in customers, resolving technical issues to ensure satisfaction.
- Assisted customers with troubleshooting hardware and software problems, providing effective solutions.
- Utilized Excel for data analysis and manipulation of large datasets, generating daily reports highlighting key insights and trends.
- Collaborated with cross-functional teams to ensure smooth operations and high customer satisfaction.

# PREETHI TONY

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## Desktop Support Specialist

MathWorks | Bangalore

JAN 2018 – AUG 2019

- Provide desktop support, troubleshooting, and resolving technical issues for hardware, software, and network connectivity.
- Install, configure, and maintain desktops, laptops, and peripherals.
- Conduct walk-in support sessions, addressing in-person inquiries and providing on-the-spot assistance.
- Onboarded new hires on a weekly basis and conducted new hire orientation programs.

## System Engineer

Cognizant | Bangalore

June 2015 – Dec 2017

- Provided phone and email support as part of the service desk team, troubleshooting and resolving technical issues.
- Managed admin accounts, servers, application support, security, access rights, and account creation/deletion for 3100 employees across 3 corporate offices.
- Handled incident management, SLA and CSAT reporting, and maintained healthy business relations with major clients.

## LANGUAGES KNOWN

- English : Fluent  
(Read/Write/Speak)
- Tamil : Fluent  
(Read/Write/Speak)
- Kannada : Beginner  
(Speak)

## TOOLS KNOWN

- Ticketing: Sim-T, ServiceNow, Remedy
- Database: MySQL, BigQuery
- Online Drive: OneDrive, Amazon WorkDocs
- Microsoft Office: Excel, Word, PPT, Outlook
- OS: Windows 10/11, Mac
- Google Sheets, Quip
- Visualization: Tableau