## **RESUME**

Name: Pankaj Sharma

Mobile: +91 7349447230

Email ID: pankajsharma7494@gmail.com

## **Professional Overview:**

4.5+ years total experience in IT industry in which I have 3.5 years (HCL TECHNOLOGIES) of in Data Analysis & Machine learning which include predictive modeling, data processing, data mining, Machine Learning algorithms, and having 1 year ( Iron Mountain Services ) of in Networking and Network Monitoring.

**Summary:**

* Data Analysis , provide insights and provide necessary recommendations
* Building prediction models to predict the business objectives there by assessing the risk of not meeting the business goals
* Data mining techniques such as Principle Component Analysis (PCA), Association rules and recommendation Systems, cluster analysis
* Machine learning algorithms such as Decision tree, Naïve Bayes, k-NN,SVM and Neural Networks.
* Time series analysis and building models based on the scenario to forecast the business interests
* Text mining and sentiment analysis
* Customer analytics concepts such as segmentation and conjoint analysis
* Worked on R, Alteryx, Tableau, SQL, XL miner, MEXL, and familiar with @Risk
* Creating a daily MS-Excel database of team and reporting the quantity of request processed and dispatched.
* Checking for the risk involved in debt related products and reporting it to concerned team.
* Analyzing the documents which are ready to dispatch to Clients and their Auditor’s by applying necessary checks and controls to avoid Clients Confidentiality Breach (CCB)
* Coordinated statistical data analysis, design, and information flow.
* Experience in work automation using MS Excel, SQL Query & Data analysis.
* Data Extraction, Transformation & reporting Using SQL, Excel & Tableau.
* Expertise in data analysis and SQL database design, queries and deployment.
* Experience in designing dashboards and Involved in transition of reporting using Tableau.
* Resolving Process related queries & designing the process flow for new processes.
* Strong troubleshooting, analytical, and creative problem solving skills.
* Experience in designing and developing relational databases.
* Data Extraction from source data manipulation & reporting.
* Generating Pivot tables for data summary.
* Created user form in VBA for Product disapproval Process.
* Analyze regional utility, Reverse pickup, order to delivery data.

## **Skill Set:**

1. Business Analytics
2. Data Analysis
3. Machine Learning
4. Building prediction models
5. Data Visualization with Tableau
6. Text Mining

## **Certifications:**

• Certification in ‘Python for Data Science and Machine Learning’ from ineuron Academy .

• Certification in ‘Business Intelligence:- Tableau’ from ineuron Academy.

• Certification in ‘Probability and Statistics Master’ from ineuron Academy.

**HCL TECHNOLOGIES:- Senior Analyst (Oct 2017- Present)**

**Project 1: TEXT ANALYTICS USING MACHINE LEARNING**

Tools: Python

Techniques: Naïve Bayes Machine Learning algorithm

Objective is to classify the text records which are logged by users of a large application of a Health Insurance firm in to different classes and route them to respective teams to act on requests.

Users log their requests related to enquiries, Issues they face and any clarification they needed. Also third party log the requests related to claims, clarifications etc. Currently classification is being done manually by domain experts.

Considered the data in billing division, defined and standardized the classes definitions. Got training data set coded manually with the standardized definitions. Divided the data set in to training and validation sets in 60: 40 ratio respectively. Data pre- processing techniques included– removing stop words, extra white spaces, numbers, stemming the words. Tokenization was done using DocumentTermMatrix and sparse matrix was built. Built the Naïve Bayes model and validated the model using validation set. Accuracy of the model was improved by changing the Laplace constant. Finally model accuracy was at 83%

**PROJECT 2: ACCEPTING PERSONAL LOAN OFFER**

Tools: Python and Tableau.

Techniques: Decision tree

Objective: To identify those customers who will likely accept the offer of new personal loan

The customer base of Asset customers was quite small, and the bank wanted to grow this base rapidly to bring in more loan business. Specifically, it wanted to explore ways of converting its liability customers to Personal Loan customers. Considered the data provided by the clients containing personal details of the individual customers. Performed the EDA on the data set provided and built decision tree model based on the previous behavior of the customers to analyze that what combination of parameters make a customer more likely to accept a personal Loan

**PROJECT 3: BUILDING PREDICTION MODEL FOR VEHICLES OF A FIRM**

Objective: The goal is to build a prediction model to predict the MPG of a vehicle based on the given set of variables with good accuracy.

Tools: Python

Techniques: Regression, scatter diagram, Normality check , added variable plot, VIF, Residual plots, Index plot, cooks distance plot .

Model building Process:

Variables were checked for the normality and used scatter plot to detect the correlation between the variables and ran regression equation in R software. Examined the significant variables based on the t test and complimented the t test results with added variable plot and residual plus component plots. Examined the residual plots, Index plot and cook's distance plots. Based on the scatter plot and VIF values identified that there was collinearity existed between two variables. Tried log transformation of one variable and ran the regression again and got satisfactory results and R-square is 83% and adjusted R square was 81%. And built confidence intervals for model coefficients.

**IRON MOUNTAIN SERVICES:- Consultant(Sept 2016- Oct 2017)**

* Worked as a member of Consultant and provide L1 Network Support North America and EMEA region.
* Configuration of the Network Devices like Aruba and Cisco Switches(2960,3500&4500) during migration to new hardware devices.
* Configuring the IP subnet in infobox if new site to deploy and adding the IMS managed devices in to ACS (AAA Server).
* Liaise with Server team and Virtualization team to help them in setting up their project.
* Troubleshooting through-out the network including Switches, Routers, Access points during the network outage.
* Working on Network tickets according to ITIL implemented and processed environment.
* Using Network and Bandwidth Utilization Monitoring tools e.g. Solar winds, CAWA, Riverbed. NOC , Co-ordination with carriers(AT&T, Verizon and DSR) for circuit testing and maintenance.
* Internet Protocols
  + IPv4, IPv6.
* Routing Protocols
  + RIP, EIGRP, OSPF and BGP.
* Switching
  + VLAN, Private VLAN, DTP, STP, RSTP, MST, VTP, Ether channel, 802.1q Tunneling.
* DHCP, DNS, High availability & redundancy protocols, NAT.
* Redundancy control and high availability protocols (HSRP, VRRP and GLBP)
* System Management
* Syslog, Telnet, SSH.
* Network Monitoring

**Educational Qualification:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  | **UNIVERSI** |  | **YEAR** |  |  |
|  | **EXAM** | |  |  | **Percentage** |  |  | **COLLEGE** |  | **TY** |  | **OF** |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | **PASSIN** |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  | **G** |  |  |
|  | B.Tech | | | 72.00% | |  |  | Rajasthan Technical University | | RTU | 2015 | |  |  |
|  |  |  |  | |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| 12 | | th | | 74.00% | |  |  | C.B.S.E Board | | CBSE | 2010 | |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  | |  |  |  |  |  |  |  |  | |  |  |
| 10 | | th | | 78.67% | |  |  | Rajasthan State Board | | State Board | 2008 | |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

**DECLARATION:**

I hereby declare that all the above furnished details are true to the best of my knowledge.

**Date: Pankaj Sharma**

**Place: Bangalore**