

**Bharat Nayyar**  
**M.Tech (Computer Science & Engineering)**

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## SUMMARY

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- 3 years of experience as a Business Analyst / Software Analyst, Account Security and Search & Rescue specialist including Web Development, Project Planning and Management, Database query builder.
- Working as Account Security Specialist and Search & Rescue Specialist as Customer Service Associate in Amazon.
- Possess advanced written and oral communication skills and also resolved an average 300+ inquiries in any given week.
- Handle projects like Digital India – Paperless work project, Website changes, Database handle for Toll management, use Agile Methodology.
- Achieving goals through insight listening, working as a problem solver, active team member and a recognized team lead.
- Great team player as well as able to take responsibilities alone when needed.
- Highly proficient in Microsoft office suite and basic computer programming knowledge and other numerous software applications.

## TECHNICAL SKILLS

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- Big Data
  - MongoDB, Apache PIG
- RDBMS
  - MS-SQL, MySQL
- Analytics & Visualization Tools
  - R-Studio
- Web Technologies
  - Bootstrap, Drupal
- Operating System
  - Windows-7, Windows-10
- Languages
  - Python, HTML, R Programming, C, CSS, PHP
- Tools
  - MS-Word, MS-Excel, MS-PowerPoint

## PROFESSIONAL EXPERIENCE

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### **CDAC (NOIDA)** **(Business Analyst)**

**NOVEMBER 15, 2021**

### **AMAZON** **(VIRTUAL CUSTOMER SERVICE ASSOCIATE)**

**SEPTEMBER 2020 – MARCH 2021**

- Worked as Account Security specialist as well as part of Search & Rescue team.
- Empathize with and prioritize every customer's needs with respect and patience while showing ownership and upholding company values.
- Resolved conflicts, determined customer needs, set appropriate expectations, and provided appropriate solutions for the customer.
- Researched customer accounts and orders stored on the legacy system.
- Communicated clearly and concisely with both external customers and coworkers.
- Documented customer account activities thoroughly and concisely.
- Clearly understood and responded appropriately to the issues that customers presented.
- Consistently composed a grammatically correct, concise, and accurate written response to customer issues via online chat and email.
- Gained experience working with customers from different ethnicities.
- Approached problems logically and with good judgment to ensure the appropriate customer outcome.
- Made appropriate decisions on behalf of the customer quickly and effectively.
- Effectively prioritized work time to ensure efficiency.
- Fluent in Windows Operating Systems and Microsoft Outlook. Accustomed to using multiple browsers, multiple tabs, and window navigation, and instant messenger tools.

### **ESSEL INFRA PROJECTS (ESSEL GROUP)** **(Business Analyst)**

**NOVEMBER 2017 – MAY 2019**

- Participated actively in requirements gathering, analysis, management, data modeling, data mining and design sessions.
- Data mining and analysis to improve business strategies and developed custom data models and algorithms for data sets.
- Created reports for senior management by using tools like MS-EXCEL, R-Studio.
- Developed and maintained government project websites like SNDL, DMTCL, Lucknow – Raibareilly and in-house projects for Essel Infra Project using web technologies and languages like HTML, Bootstrap, Drupal, CSS etc.
- As per guidelines of SEBI, developed code and maintained website's content for audit.
- Engaged with clients to gather business requirements and ensured alignment with development teams.
- Supervised / Trained 50+ upper management level employee on Digital India Project (Document Management System).
- Handled some projects like Document Management System, SEBI regulatory websites as management level and arranged meetings with clients for needful changes and built system according to user/client requirement.

### **ATTRAIT SOLUTIONS PRIVATE LTD.** **(WEB DEVELOPER)**

**JANUARY 2016 – OCTOBER 2016**

- Developed dynamic and interactive user-friendly websites.
- Fixed bugs from websites and implemented enhancements that significantly improved web functionality and speed.

- Used HTML5, CSS, Bootstrap on regular basis to create frontend.
- Used Relational Database like MS-SQL for creating backend of websites

## EDUCATION

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- **Master of Technology (Computer Science & Engineering) 53%** – July 2012 – July 2016  
Swami Keshvanand Institute of Technology, Management & Gramothan, Jaipur, Rajasthan
- **Post Graduate Diploma (Big Data Analytics) 68%** – February 2017 – August 2017  
C-DAC, Noida, Uttar Pradesh
- **Bachelor of Technology (Computer Science & Engineering) 65%** – July 2008 – July 2012  
Ajmer Institute of Technology, Ajmer, Rajasthan

## PROJECTS

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### ESSEL INFRA PROJECTS

- Digital India Project (Document Management System)
- RFID Toll Plaza
- RFID MSW Payment
- ESSEL Infra Projects Website - <http://www.esselinfraprojects.com/>
- For Audit Purpose, As per SEBI guidelines maintain below websites
- Darbhanga Motihari Transmission Company Limited (DMTCL) - <http://esselinfraprojects.com/dmtcl.php>
- Lucknow - Raibareilly Road - <http://esselinfraprojects.com/LucknowRaebareilly/index.html>
- ESSEL Green - [http://esselinfraprojects.com/Essel Green Energy Private Limited 1.php](http://esselinfraprojects.com/Essel_Green_Energy_Private_Limited_1.php)
- NRSS XXXI(B) Transmission Limited - [http://www.esselinfraprojects.com/NRSS XXXI\(B\) TRANSMISSION LIMITED.php](http://www.esselinfraprojects.com/NRSS_XXXI(B)_TRANSMISSION_LIMITED.php)
- SNDL - <http://www.sndl.in/>

### ATTRAIT SOLUTIONS PRIVATE LTD.

- Orange City Water - <https://www.ocwindia.com/>
- NECO India Website - <https://www.jayaswalneco.com/profile.html>

### POST GRADUATE DIPLOMA

- Twitter Sentimental Analysis

### MASTER OF TECHNOLOGY

- Supervisory control and data acquisition (SCADA) system with decentralized control and renewable energy resources

### BACHELOR OF TECHNOLOGY

- Online Counseling System

### SELF LEARNING

- Chat Bot in Python
- Bot for weather and age in Python

## RESEARCH PAPER

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- Future SCADA system with smarter grid – A smart vision for India, International Journal of Advance Research in Science and Engineering (IJARSE), Vol. 4, ISSN-2319-8354(E), Mar 2015 - [http://www.ijarse.com/images/fullpdf/1427031841\\_801.pdf](http://www.ijarse.com/images/fullpdf/1427031841_801.pdf)

## ADDITIONAL TRAINING

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- Certified in PHP from ITech, Jaipur, Rajasthan.
- Certified in Asp.Net from Aptech, Ajmer, Rajasthan.
- Internship at Ajmer Vidyut Vitran Nigam Ltd. for M.Tech Research.

## PERSONAL SNIPPET

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- Date of Birth: 26<sup>th</sup> September, 1989.
- Marital Status: Single.
- Language Known: English, Hindi, Punjabi.

## DECLARATION

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I hereby declare that the information furnished above is true and accurate to the best of my knowledge.

**Bharat Nayyar**