



SHIVENDRA PRATAP SINGH
Currently pursuing PGP in AI & DS
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ACADEMIC DETAILS

COURSE	INSTITUTE/ COLLEGE	BOARD/ UNIVERSITY	SCORE	YEAR
PGP- AI & DS	JIO INSTITUTE			2025
B. TECH (CSE)	GALGOTIAS COLLEGE OF ENGG AND TECH	UPTU	70.82 %	2019
INTERMEDIATE	HANSRAJ MODEL SCHOOL	CBSE	81.00 %	2014
HIGH SCHOOL	G.N. NATIONAL PUBLIC SCHOOL	CBSE	93.10 %	2012

WORK EXPERIENCE

Software Development Analyst | NTT Data Services

Mar 2022 – Apr 2024

- Created Python scripts to automate the resolution of frequent customer problems, reducing manual efforts by **80%**.
- Delivered quarterly result release processes for **~2 lakh** of students from more than 180 countries.
- Analysed and resolved issues in a web application, ensuring a seamless user experience for around **6 lakh** users.
- Utilized **Jenkins** to deploy updated versions of web applications, incorporating required modifications within a **week**.

Systems Engineer | Infosys Ltd.

Nov 2019 – Apr 2021

- Developed and maintained an internal profile-based application at Infosys, utilizing **Angular**.
- Migrated the application to Angular from JavaScript, enhancing performance and user experience for over **3 lakh** users.
- Improved application scalability and maintainability, reducing loading times by **30%** and decreased user-reported issues.

PROJECTS

Time Series Analysis Superstore Sales Prediction of Office Supplies Products | Python, Forecasting

2024

- Developed time series models using **ARIMA, SARIMA, and Prophet** to forecast the sales of Office Supplies for a period of **6 months**.
- Compared forecasting techniques, including exponential smoothing and **Holt-Winters** and achieved **3x** improved accuracy.

Loan Approval Analytics and Prediction | Python, Decision-Tree Classifier

2024

- Designed **ML** model to predict loan-approval probability with an **accuracy of 96.19%** with Decision-Tree Classifier model.
- Utilized technologies such as **Pandas, Scikit-learn, Matplotlib/Seaborn** for data visualization, model building & data manipulation.

Conversational ChatBot with PDF using Gemini Pro | Python, LangChain, StreamLit

2024

- Developed a chatbot integrating Gemini Pro API, LangChain, and Streamlit with capabilities for over **1,000** tokens.
- Enabled the upload of PDFs, providing instant answers to academic queries and resource access for fellow students.

TECHNICAL SKILLS

- Computer Languages:** Python (NumPy, Pandas, Scikit-learn, Matplotlib), SQL, Java
- Tools:** Tableau, Microsoft Azure, Google Collab, Langchain, FastAPI, Streamlit, Jupyter Notebook

COURSES AND CERTIFICATIONS

- Specialized Models: Time Series and Survival Analysis | Coursera**
- Generative AI with Large Language Models (DeepLearning.ai) | Coursera**

2024

2024

POSITION OF RESPONSIBILITY

- Served as meeting **evaluator** at Toastmasters, providing detailed evaluations to help fellow members improve.
- Led the cricket team in the Jio Cricket Tournament as **captain** and advanced to the finals.

EXTRA CURRICULAR ACTIVITIES

- Achieved a rating of over **2000** Elo points on Chess.com.
- Tutored around **200** underprivileged students at RASIN School.
- Runners-Up** in Cricket tournament (Jio Premier League) at Jio Institute.