Shailesh Kumar Mishra

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OBJECTIVE: Excited to use my growing skills in machine learning and data analysis on practical projects. I am eager to be a part of a vibrant team while finishing my master's, applying both my academic learning and hands-on experience to excel in the field of data science.

EXPERIENCE

IT-Support Engineer & Analyst   Mar 2023 - Mar 2024
Maharashtra GenDigital (Norton LifeLock), Pune

* Created a **Data Science model as POC that predicts the priority of incident tickets**, helping us respond faster and allocate resources better by using Multi-Classification ML algorithm.
* Created **a regression model as POC to predict the number of incident tickets expected**, helping us plan resources ahead of time and work more efficiently by using ARIMA model (Time-Series Forecasting).
* Developed a **Data Science project as POC to analyse patterns in IT-support tickets, find recurring problems, and enhance our support procedures.** Also examine the feelings expressed in the ticket descriptions (Sentiment Analysis).
* Used **NLP techniques to automate incident ticket assignment to relevant groups,** streamlining workflow and improving response times.
* Deliver customer service by addressing user queries, concerns, and technical issues in rotational shift (24/7) as L2 Support with professionalism.
* Collaborate with project teams to execute system upgrades, migrations, and maintain proper documentation of IT processes, procedures, along with troubleshooting steps with user based in US, UK, Japan.

Technical Proficiencies:
• *Operating Systems:* Windows, macOS, Linux
• *Tools:* MS Office, Active Directory, JAMF, Intune, ServiceNow (ITIL with best practices), Jira & Confluence.

Soft Skills:
• Strong Communication
• Team Collaboration
• Adaptability

Two-Months Internship in Data Science: I did a two-month internship in Data Science and Cybersecurity at **"Datex"**, where I learned Projects done during Internship. hands-on about statistical analysis, machine learning, and security protocols.

→*To Predict the Taxi Fare using Regression ML Models.* The Taxi Fare Prediction project is designed to streamline the taxi service experience by employing predictive analytics to estimate fare amounts accurately. Utilizing historical data, machine learning models, and factors such as distance, time of day, and traffic patterns, the project aims to provide passengers with reliable fare predictions before the journey commences.

→ *H1N1 FLU VACCINATION PREDICTION:* Implemented a Python data science project using Classification ML model to determine individuals' vaccination status. The aim of this study is to predict how likely individuals are to receive their H1N1 flu vaccine where I used six machine learning models to make the predictions. [Decision Tree Classifier, Logistic Regression, Random Forest, Support Vector Machine, Gradient Boosting Classifier, and XG Boosting Classifier.] The Gradient Boosting Classifier yielded the best accuracy and precision score.

EDUCATION

Master of Computer Application -MCA   Jul 2022 - Jun 2024 (Expected)
Institute of Management and Entrepreneurship Development
Bharati Vidyapeeth Deemed University, Pune, Maharashtra
Score: 8.55 SGPA
Grade: 'A'
I have 2 months internships in Data Science and Cyber Security along with my master's degree. My academic foundation, along with practical experience on projects, made me eager to contribute my skills to dynamic projects.

Information Technology Courses   Jan 2019 - Jun 2021
National Institute of Electronics and Information Technology, New Delhi.
NIELIT's CCC Certification→ Acquired in-depth understanding of fundamental computer concepts, including hardware, software, operating systems, and basic troubleshooting.
Grade: "B"

NIELIT's 'O' level Certification→ Mastery in software development methodologies, programming languages, and algorithmic problem-solving. Hands-on experience in designing and implementing robust software solutions.
Grade: "B"

NIELIT's 'A' Level Certification→ Experience in designing, implementing, and maintaining complex software solutions. In-depth understanding of networking principles, protocols, and security measures.
Grade: "B"

Bachelor of Science   Jun 2018 - Jul 2022
VKSU, Bihar
Score: 76% with Distinction.
During my Bachelors, I served as a host for few events, showcasing effective communication and organizational skills. Also, I was topper in my college during my B.Sc. Finals.

SKILLS

HTML, CSS, JavaScript, Python, R, Java, C, C++, Scikit-Learn, TensorFlow, RDMS Development and SQL, Pandas, NumPy, Matplotlib, Seaborn

LICENSES & CERTIFICATIONS

LLMops   2024
DeepLearning.AI

ChatGPT Prompt Engineering for Developers   2024
DeepLearning.AI

Certification in ServiceNow Administration   2023
ServiceNow

HONORS & AWARDS

• I was topper in my B.Sc. Finals.
• I was awarded by N-Prize Award when I was GEN's Employee.

PROJECTS

→**WEBSITE OF COLLEGE** [A dynamic project utilizing HTML, CSS, & JavaScript for an engaging user interface, while implementing SQL for seamless database functionality. Enhancing the online experience for students and faculty.]

→**Clone of an E-Commerce Website** [Created an E-Commerce website clone using HTML, CSS, and JS, ensuring a visually appealing and responsive user interface, offering a seamless online shopping experience.]

→**Projects on Data Science** [Implemented a data science project in Python, predicting salaries based on country and race. The focus of the Demographic-Based Salary Prediction project is to develop a predictive model that estimates the salaries of individuals from diverse countries and races based on their demographic attributes. Coming to the machine learning models, I have used regressor models - Decision Tree Regressor and Random Forest Regressor for predicting the salary. The Random Forest Regressor has performed well with the accuracy of 94.6%]

→**ANTIVIRUS SOFTWARE USING C++** [Created an antivirus software using C++ with data science techniques, providing robust protection against malware and cyber threats.]