

SHRUTHI N S

CONTACTS



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LINKS



LinkedIn

[http:// https://www.linkedin.com/in/shruthi96/](http://https://www.linkedin.com/in/shruthi96/)



GitHub

<https://github.com/shruthi2196>



My Portfolio

https://shruthi2196.github.io/my_portfolio/

SKILLS



User Experience , up-selling and Customer Handling

Adaptable Team Player and Leadership traits

Data visualization and Analysis

JavaScript , HTML , CSS , Node JS

Event Coordination and Management

Coaching and mentoring initiatives

EDA, ML Regression models (Linear, Logistics, clustering, PCA)

Computer Hardware , software support

ABOUT ME



A multidisciplinary creative professional with 3+ years of experience with a proven knowledge in Mentoring and teaching kids and teachers, case management, customer support. Thriving to strengthen my skills in every opportunity and execute along with team and organization.

WORK EXPERIENCE



NOV 2019

PRESENT

TEACHER MENTOR AND ONLINE KIDS CODING EXPERT

WhiteHat JR | Bengaluru, Karnataka

- Guiding students 1:1 to create games and applications.
- Hands on experience in teaching Javascript, html, css, react native and python.
- Guiding and motivating students to complete their projects after class.
- Conversation of trial classes to paid classes(Up selling).
- Mentoring the new teachers and helping them to achieve better conversion percentage and student rating.
- Achieved various milestones by completing more than 1000+ classes , with 4.9 rating and 12+ conversion percentage

OCT 2019

DEC 2019

VISITING ASSISTANT PROFESSOR

BTL Institute Of Technology And Management | Bengaluru, Karnataka

- Part time guest lecture for department of Computer science and engineering.
- Handled DBMS and Software Engineering subjects as per VTU syllabus.

HOBBIES



- Classical Dance
- Craft Work

LANGUAGES



English
Kannada
Telugu
Tamil
Hindi

FEB 2019

AUG 2019

SENIOR ASSOCIATE

Dell International Services Ltd | Bengaluru, Karnataka

- Troubleshooting the hardware components of the end users and up-selling the dell products.
- Responsible in providing the basic software support and complete hardware support for desktops, laptops, printers .
- To find out the faulty components and quote them accordingly.
- Responsible to create case, owning the case until the issue is resolved.
- Worked on CSAT as the major metric when it comes to upselling the products.

NOV 2017

FEB 2019

PROCESS ASSOCIATE

Tek Systems - Client (Hewlett Packard) | Bengaluru, Karnataka

- Worked on Hyper-converged device called Simplivity.
- Creating new tickets as per the notification alarms generated on SFDC.
- Connecting with customers to check if they need any support for the alarm generated.
- Monitoring Emails and following up the cases and alarms on daily basis

KEY DATA SCIENCE PROJECT



Domain: BFS | **Tech Stack:** Python, Jupyter Notebook | **Sep '20**

Objective: The problem statement chosen for this project is to predict fraudulent credit card transactions with the help of machine learning models Source: Data taken from Kaggle for the analysis.

Solution: Built 12 models with and without imbalance data. (Model: Logistic Regression, Random Forest, XGBoost ||

Balancing: Oversampling, SMOTE, ADASYN) Key Achievement: Achieved AUC of 97.41 %

EDUCATION



2020

POST GRADUATION DIPLOMA: DATA SCIENCE

IIIT-Bangalore | Bengaluru, Karnataka

2017

BACHELORS OF ENGINEERING: COMPUTER SCIENCE

VTU, BTLITM | Bengaluru, Karnataka

2013

PUC - SCIENCE

BEML Composite PU College | Kolar

2011

SSLC

BEML Composite PU College | Kolar