Kunwardeep Singh Jagdev

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EDUCATION & QUALIFICATIONS

MSc Business Analytics (Merit) | Lancaster University   **Oct 2022 to Sep 2023**

Dissertation

- Unlocking Emergency Department (ED) Efficiency: ED Simulation Model Development at Rotherham NHS Foundation Trust

Relevant Coursework

- Simulation and Stochastic Modelling
- Intelligent Data Analysis and Visualisation
- Forecasting and Predictive Analytics
- Python Programming for Problem Solving
- Analytics in Practice
- Marketing Analytics
- Statistics and Descriptive Analytics

B.Tech Mechanical Engineering (Distinction) | Rajiv Gandhi Vishwavidyalaya   **Jul 2017 to Jan 2022**

Relevant Coursework

- Python Programming
- MATLAB and R Programming

WORK EXPERIENCE

Data Analyst Intern | The Rotherham NHS Foundation Trust   **May 2023 to September 2023**

- Successfully identified persistent challenges and breaches in key performance metrics in the Emergency Department (ED) performance.
- Took the lead in developing a simulation model for the ED as part of my master's degree, focusing on resource allocation's impact on patient flow and performance.
- Achieved an 18% improvement in ED performance by utilizing the simulation model to uncover bottlenecks stemming from overutilization of resources.
- Resulted in valuable insights that are poised to optimize staffing levels and resource allocation, enhancing overall efficiency and effectiveness in the ED.

Bartender | English Lakes Hotels Resorts & Venues   **Jan 2023 – May 2023**

- Set exceptional service standards with consistently maintaining high standards of service in a bustling bar and restaurant environment, prioritizing guest satisfaction.
- Thrived in Fast-Paced Mixology by demonstrating mastery in mixology, expertly crafting a wide variety of alcoholic and non-alcoholic beverages, consistently delighting guests.
- Demonstrated exceptional communication skills by engaging with patrons, promptly taking orders, and offering personalized recommendations based on their preferences.
- Collaborated effectively with colleagues, fostering a positive teamwork environment, and ensuring smooth operations during peak hours.

Content Analyst Intern | Glider AI   **July 2022 - Sep 2022**

- Tasked with Ensuring content quality and adherence to guidelines for multiple projects in an agile work environment.
- Reviewed technical questions and website content, checked ad content accuracy, and assessed data trends.
- Approved/disapproved submissions based on policy guidelines.
- Utilized Jira and JQL for systematic task management, fostering efficient collaboration within the agile framework.
- Improved content quality, accuracy, and adherence to guidelines, enhancing the user experience and project success.
- Provided detailed feedback and recommended adjustments, optimizing content and processes.
- Developed generic patterns into actionable rules for efficient content creation and management.

SKILLS

Programming Languages: Python 3, SQL, R

Data Visualization Software: Tableau, Microsoft Power BI

Spreadsheet Software: Microsoft Excel, Google Sheets

Simulation Software: Simul8

AWARDS

- **Lancaster Global Scholarship 2022 | Lancaster University** – Awarded for high academic achievement.
- **+1 Award | English Lakes Hotels Resorts & Venues** – Awarded for consistently delivering exceptional customer service.

References Available upon Request