SUDHANSU MISHRA

BUSINESS ANALYST

- ✉ sudhansusm97@gmail.com
- 🌐 linkedin.com/in/sudhansusm
- 📞 +91-9178977990

SKILLS

- MS SQL/TSQL
- Customer Mgmt
- Data Visualization
- Software Testing
- Python
- Azure Dev Ops
- Power BI
- Tableau
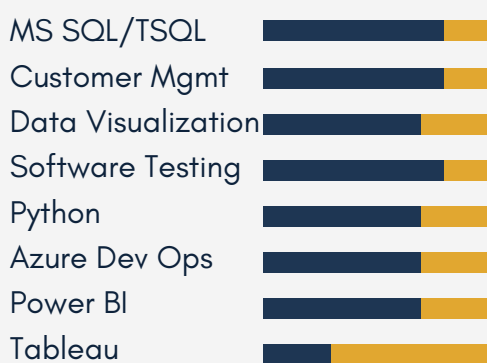
EDUCATION

M.TECH (WILP)
Birls Instituate of Technology and Science - Pilani
Data Science

B.E/B.TECH
Veer Surendra Sai University of Technology, Burla
Electrical Engineering

ACHIEVEMENTS

Hero Award, 2024
Integrum Technology Solutions

BAJA Student India, 2018
1st Prize in Enduro Racing

PROFILE

I have 4+ years in software industry with roles spanning in Customer Support, Presales support and implementation, Business Analyst roles in Integrum Technology Pvt. Ltd. I have a Masters Degree from BITS Pilani in Data Science. I am team player, quick learner and have skills to adapt to different roles and responsibilities.

EXPERIENCE

INTEGRUM TECHNOLOGY PVT LTD   **2020-Present**
Business Analyst/Software Engineer

- Oversaw product adoption and overall success among end-users
- Leveraged Python libraries such as Pandas and Matplotlib for ticket analysis and visualization, enabling proactive issue resolution strategies.
- Managed user escalations and drove product adoption, achieving over 30% reduction in customer escalations.
- Helped RnD team in deployment cycles from QA/UAT to Production
- Led a team of 4 in the deployment and support for enterprise clients, with focus on enhancing customer satisfaction.
- Improved team performance in issue resolution using data-driven methods, significantly reducing average resolution time
- Optimized backend database performance by fine-tuning SQL queries and procedures, improving system response times.
- Utilized SQL Server and Azure DevOps for efficient issue tracking and resolution across projects.
- Bridged business requirements with technical teams, facilitating effective development and feature implementation processes.
- Supported product lifecycle stages, representing customer needs in internal discussions to guide product evolution.
- Developed user-friendly documentation and conducted knowledge transfer sessions, improving product usability and adoption.
- Implemented data visualization tools for ticket analysis, enabling proactive issue identification and resolution strategies.
- Created custom dashboards for customer recruitment, supporting sales and R&D functions with data-driven insights.

ACADEMIC PROJECTS

Automatic Document Approval using OCR:
Problem Statement: In HR Staffing Business, around 3K+ candidates gets Onboarded in a month, For those, candidates, a minimum of 3 documents get approved for each candidate. This a a huge task for people who are working on approving the document manually. And if the document is blur or the data is wrong, the TAT goes up to more than 24 hours.
Solution: An OCR based Document approval tool was suggested which can check the document and approve the data which was manually inserted by the HR/ Candidate. This reduced the TAT by around 50% for the staffing business.

Automatic Diabetic Retinopathy Classification with EfficientNet:
Problem Statement: In diabetic Patients, one of the most serious problem, it affects the eye sight. The damaged blood vessels around retina is the cause of blindness. This can be prevented with early detection.
Solution: Implemented a solution using three models—CNN, DNN, and EfficientNet—to analyze retinal images. Achieved the best results with the EfficientNet model.