

Syed Farhan SR

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Professional Summary

MCA graduate specialized in **Data Science and Full-Stack Development** with hands-on experience in data preprocessing, ETL pipelines, machine learning model development, and dashboard creation. Demonstrated ability to deliver **85% accurate predictive models** and build interactive Power BI dashboards that improved decision-making efficiency by 25%. Proficient in **Python, SQL, JavaScript, and Laravel** with strong foundations in both analytical and development domains. Eager to contribute to data-driven software solutions through innovation and continuous learning.

Education

CMR College, Bangalore, Karnataka

Master of Computer Applications Completed: Nov 2024.

Apr 2022 – Nov 2024

Sheshadripuram First Grade College, Bangalore, Karnataka

Bachelor of Computer Applications. Completed: Sept 2021.

May 2018 – Sept 2021

Experience

Chat Process Executive — Contract Role, Bangalore

6-Month Contract

Aug 2025 – Jan 2026

- Managed high-volume real-time customer interactions with 95% accuracy and SLA compliance.
- Analyzed customer queries to improve resolution workflows by 20%.
- Created structured logs used for analytics and engineering handoffs.
- Tracked KPIs via internal CRM and dashboards; provided weekly performance summaries.
- Collaborated with technical teams on escalations to improve product stability.

Intern — Amin Zamin, Siliguri, West Bengal

3-Month Internship

Dec 2023 – Feb 2024

- Optimized Laravel backend and SQL queries reducing response time by 30%.
- Developed APIs and integrated Vue.js components.
- Used Git and Agile workflows for development and version control.

Projects

Sales & Customer Insights Dashboard

Python, SQL, Power BI

Jan 2024 – Mar 2024

- Processed 10,000+ sales records using ETL pipelines improving accuracy by 20%.
- Built Power BI dashboards analyzing revenue, customer behavior, and delivery trends.
- Automated reporting workflows reducing manual analysis time by 25%.

Heart Disease Prediction System

Python, Scikit-Learn

Sept 2023 – Nov 2023

- Built ML model achieving 85% accuracy.
- Performed data preprocessing, feature selection, and hyperparameter tuning.

Library Management System

.NET, SQL, C#

Apr 2021 – Jul 2021

- Created system for book tracking, issue management, and due notifications.
- Used SQL triggers and stored procedures to enhance reliability.

Technical Skills

Programming: Python (pandas, NumPy, scikit-learn), Java, PHP, C

Web Development: HTML, CSS, JavaScript, Node.js, Laravel

Data Science: EDA, Feature Engineering, Model Evaluation, Data Cleaning

Databases: SQL, MongoDB

Tools: Power BI, Git, Jupyter Notebook, Excel

Soft Skills: Teamwork, Communication, Adaptability, Problem-solving

Certifications

- Google Machine Learning Fundamentals — *Mar 2025*
- IBM Data Science Professional Certificate — *Apr 2025*
- AWS Cloud Essentials — *Jun 2025*