

## COMPETENCIES

**Application Support • SQL Proficiency • Change Management • Time Management • Collaboration • Problem Solving & Diagnosis • Analytical**

## TECHNICAL SKILLS

**Languages:** Python (Pandas, NumPy, Matplotlib, RandomForest, IsolationForest, Seaborn), SQL, R, HTML, CSS, PowerShell, RegEx, JavaScript

**Database/studio:** PostgreSQL, Oracle, Excel, MS office, Microsoft SQL Server

**Version controls:** GitHub

**Operating Systems:** Windows

**Methodologies:** Agile, ITIL, SDLC, ISM, Scrum

**Machine Learning:** Scikit-learn, TensorFlow (basic)

**Developer/Tools:** Jira, PowerBI Service, Power App, Power Automate, Confluence, Tableau, JIRA, Postman

**Cloud:** Azure

## EDUCATION

**Masaryk University**

Brno, Czech Republic

*Master's in Software Systems and Services Management*

**Chandigarh University**

Mohali, India

*BSc in Computer Science*

## WORK EXPERIENCE

**Thermo Fisher Scientific**

Brno, Czechia

**Sr. Application Support Analyst**, Intern 08/2024-01/2025

- Delivered application support for financial services clients, resolving 95% of incidents within SLA timeframes
- Monitor and manage issue logs to ensure timely resolution of incidents while maintaining SLA adherence
- Collaborate with cross-functional teams to implement root cause fixes, adhering to regulatory compliance
- Created Power App, Optimising SQL Query for both team and client
- Created confluence site for internal usage
- Provide ongoing application support to ensure stable performance and seamless user experience

**Kyndryl**

Brno, Czechia

**Mainframe Development**, Intern 06/2024-07/2024

- Introduction to Mainframe DB System
- Collaborate with team members and issues investigation
- Collaborate with cross-functional teams to implement root cause fixes, adhering to regulatory compliance

**Phoenix United**

India

*Jr Data Analyst, Intern 03/2021-04/2023*

- Analyzed large datasets to identify trends, patterns, and insights, leading to a 15% increase in operational efficiency.
- Developed and maintained dashboards using Tableau and Power BI, improving data visualization and decision-making
- Cleaned and transformed raw data using SQL and Python (Pandas, NumPy) to support business intelligence initiatives
- Automated reporting processes, reducing manual work by 30% and enhancing accuracy
- Conducted A/B testing and statistical analysis to optimize marketing strategies, increasing ROI by 20%
- Collaborated with cross-functional teams to provide data-driven recommendations, reducing customer churn by 10%

## PROJECT / RESEARCH WORK

**Big Data in Smart Healthcare**

- Proposed an innovative smart healthcare information system leveraging big data analytics to enhance patient outcomes, customize care, and streamline clinical processes.
- Utilized linear regression for comprehensive data understanding, with a focus on mitigating overfitting challenges

### **DB Monitoring System**

- Developed a user-friendly pandemic application utilizing Oracle APEX platform, offering real-time COVID-19 case updates and state-wise analysis for India
- Achieving 78% data accuracy, this study presents a crucial framework merging advanced techniques for pandemic prediction

### **Production Support Process Automation**

- Automated repetitive production support tasks using Python scripts, improving team efficiency by 20%
- Demonstrating the potential for simple supervised algorithms in high-accuracy predictions, this research offers valuable insights for clinical decision-making and healthcare advancement

### **Cloud-Based Microservices Platform**

- Designed and deployed a cloud-based microservices platform on Azure, leveraging Kubernetes for orchestration and Docker for containerization, ensuring high availability and scalability.
- Set up comprehensive monitoring using Prometheus and Grafana, and enforced security best practices with regular audits and automated security checks to safeguard the platform against vulnerabilities.
- Implemented CI/CD pipelines to automate the build, test, and deployment processes for microservices, significantly reducing deployment times and increasing release frequency.

### **GRANT PROPOSAL**

AI/ML Models to Predict Climate Extremities and Geo-Station Mitigation

Credit Card Data Analysis: Germany UCI Data Bricks

### **AWARDS**

Global Problem Solver NASA

Best Researcher Scopus

Recognized as “Employee of the Month” for proactive issue resolution and exceptional client support