

# UMME FAHAD

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## SUMMARY

Dynamic professional skilled at using Excel and Power BI to analyze customer service, track key performance indicators, and create impactful reports. Proven experience with Power BI for real-time visualization and trend analysis. During my internship, I also excelled at agricultural analysis of data, using Python and machine learning to gain insights and write research papers. Known for exceptional communication skills and a commitment to continuous learning.

## TECHNICAL SKILLS

**Languages:** SQL, Python

**Frameworks:** Machine Learning, Deep Learning, Natural Language, Scikit-learn, TensorFlow(basic), Pytorch(basic).

**Tools:** Microsoft Excel, PowerPoint, Tableau, **Power BI**

**Data Analytical Skills:** Data Wrangling, **Data Visualization**, Data Modeling.

**Key Skills:** Stakeholder Relations, Problem Solving

## PROFESSIONAL EXPERIENCE

**Benzx Solutions, Chennai, India** | *Data Analyst Intern*

**DEC 2023 - Present**

- Gathered and analyzed agricultural data in Python, using a variety of machine learning algorithms to gain insights and improve decision-making.
- Data was cleaned and processed to ensure accuracy and reliability before being prepared for analysis and visualization using Python libraries and techniques.
- Created data visualizations in Excel to effectively communicate insights and trends in agricultural data, assisting stakeholders in comprehending complex information.
- Conducted research and wrote a comprehensive paper on agricultural data analysis, emphasizing findings, methodologies, and recommendations for improving agricultural processes.
- I learned how to deploy applications on Heroku and gained hands-on experience deploying machine-learning models and analytical tools for real-world applications.

**ACKO General Insurance, Bengaluru, India** | *Associate(customer support)*

**Jun 2022 – Feb 2023**

- Utilized Excel to clean, transform, and organize large datasets of customer service data, facilitating analysis and reporting on key metrics such as response times and customer satisfaction scores.
- Developed Excel spreadsheets to track and monitor key performance indicators (KPIs) related to customer service metrics, enhancing operational efficiency and service quality.
- Created dynamic and visually appealing reports in Excel to present insights and findings from customer service data to stakeholders, aiding in informed decision-making processes.
- Designed interactive dashboards in Power BI to visualize real-time customer service KPIs and performance metrics, enabling stakeholders to monitor service levels and trends effectively.
- Integrated data from multiple sources into Power BI to provide a comprehensive view of customer interactions, including call logs, email inquiries, chat transcripts, and social media interactions.
- Built Power BI reports and dashboards with drill-down capabilities, filtering options, and trend analysis features to facilitate deeper insights into customer service performance and optimize operational strategies.

## PROJECT

**Covid Analysis Data Analysis** | *MS Excel, Power BI*

**Nov 2022 - Dec 2022**

- Utilized Power BI & MS Excel to extract and transform sales data, enabling detailed analysis and reporting.
- Employed data cleaning and transformation techniques to enhance the accuracy and quality of the datasets.
- Developed custom data visualizations and interactive dashboards using **Power BI**.

**HR Data Analysis** | *MS Excel, Power BI*

**Sept 2023 – Nov 2023**

- Utilized **Power BI** AND Different **DAX** to extract and transform HR Data (Star Link Employee Data), enabling detailed analysis and reporting.
- Employed data cleaning and transformation techniques to enhance the accuracy and quality of the datasets.
- Developed custom data **visualizations** and interactive dashboards using **Power BI** & different Visualization Templates like Map, Pie Chart, Donut Chart, graphs, etc. to provide real-time insights.
- Improved and presented data-driven recommendations to optimize inventory management and increase profitability.

<b>Fake Note Detection</b>   <i>Machine Learning Logistic Regression</i>	<b>Jun 2023 – Jul 2023</b>
<ul style="list-style-type: none"> <li>Developed a <b>logistic regression</b> model to detect fake banknotes with high accuracy.</li> <li>Conducted exploratory data analysis and feature engineering to preprocess the dataset.</li> <li>Evaluated model performance using metrics like <b>sensitivity, specificity, and ROC AUC</b>.</li> <li>Provided actionable insights for fraud detection and prevention in the banking sector.</li> </ul>	
<b>Image Classification Web App</b>   <i>Deep Learning VGG19</i>	<b>Oct 2023 –Nov 2023</b>
<ul style="list-style-type: none"> <li>Integrated a <b>VGG19</b> deep learning model into a Flask web application for <b>image classification</b>.</li> <li>Designed a simple and intuitive interface allowing users to upload images for classification.</li> <li>Utilized the trained VGG19 model to provide real-time predictions on uploaded images.</li> <li>Displayed the top predicted classes along with their <b>probabilities</b> for enhanced user experience.</li> </ul>	

## EDUCATION

<b>Masters in Data Science</b> <i>, [CGPA: 3.5/4.0]</i>	<b>Nov 2022 – Present</b>
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## COURSES & CERTIFICATES

<ul style="list-style-type: none"> <li><b>Bootcamp Python</b>  (<i>upgrad</i>) Basic Python Programming, Analytical Thinking, Design Debug Script.</li> </ul>	<b>Sept 2022 – Nov 2023</b>
<ul style="list-style-type: none"> <li><b>Mastering in Generative AI</b>   (<i>iNeuron</i>) Natural language processing, word2vec, image to text, OpenAI, HuggingFace</li> </ul>	<b>Jan 2024 – Present</b>

