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ABOUT ME

Operational professional with experience in customer service delivery, operational support, workload coordination, and process improvement within fast-paced, regulated environments. Demonstrated ability to apply procedures, exercise sound judgement, support team capability, and deliver outcomes aligned with organisational priorities.

Key Capabilities:

- Customer Service & Stakeholder Engagement
- Operational Compliance & Issue Resolution
- Process Improvement & Risk Awareness
- Workload Coordination & Team Support
- Digital Systems & Data-Driven Reporting

EDUCATION

Masters of Computing

Australian National University(ANU), Canberra, Australia

Bachelors of Computer Science & Engineering

Guru Gobind Singh Indraprastha University, India

WORK EXPERIENCE

McDonald's – Bruce, ACT

Customer Service Manager | Mar 2023 – Present

- Analysed daily operational and shift performance data using digital scheduling and reporting systems
- Maintained accurate end-of-day reports to support operational and staffing decisions
- Logged and tracked customer incidents, identifying trends to improve service quality
- Collaborated with cross-functional teams to ensure compliance with operational standards
- Trained and mentored team members, reinforcing standard operating procedures and data accuracy

Sapio Analytics - India

Data Scientist | July 2021 - April 2022

- Delivered computer vision and data analytics solutions using large-scale video datasets
- Implemented face detection, age and gender prediction, and footfall analytics using Python
- Processed and analysed structured and unstructured data to generate actionable insights
- Supported marketing and operational teams with real-time analytical reporting
- Translated complex analytical outputs into business-friendly insights for stakeholders

Internity Foundation - India

Python Developer | May 2020 - Mar 2021

- Performed statistical analysis on large datasets to identify trends and anomalies
- Built Python-based data processing and analysis workflows
- Supported data cleaning, transformation, and exploratory data analysis activities
- Assisted senior team members with analytics deliverables and reporting

PROJECTS

Faunal Encyclopedia (Android Application)

- Built a scalable Android application integrating secure APIs
- Designed structured data models and implemented efficient data retrieval

ATO Data Analysis Project

- Analysed Australian taxation datasets using Python and SQL
- Created visual dashboards to communicate insights and trends

Dynamic Website Development

- Developed a full-stack web application using PHP and MySQL
- Designed and managed relational databases and backend logic

TECHNICAL SKILLS

Programming: Python, Java, SQL, JavaScript, PHP, HTML, XML
Data & Analytics: Data Analysis, Statistical Analysis, Data Visualisation, Excel (advanced formulas)

Tools: Android Studio, Git (GitHub, GitLab), MySQL, Firebase (basic), Visual Studio Code, Adobe After Effects, Sony Vegas Pro, Microsoft Office 365

Methodologies: Agile (Scrum), SDLC, Data Analysis Lifecycle, Secure API Integration