

## SUMMARY

**Data Analyst** with 5+ years of expertise in leveraging advanced data analysis and machine learning to uncover insights and drive business outcomes. Strong communicator, adept at collaborating with stakeholders to align data strategies with business needs. Skilled in managing the complete data analysis cycle, ensuring actionable insights that fuel strategic decisions and operational efficiency. Currently, working as a Assistant Professor in Atharva College of Engineering.

## EDUCATION

<b>Ms in AI &amp;ML</b>	Jul '22 - Nov '24
Liverpool John Moores University	Liverpool, UK
<b>ME in Computer Science</b>	Jul '14 - Sep '16
MIT Pune	Pune, IN
<b>BE in Information Technology</b>	Jun '08 - Aug '12
SGBAU	Amravati, IN

## PROFESSIONAL EXPERIENCE

<b>Assistant Professor</b>	Jul '25 - Jan '26
Atharva College of Engineering	Mumbai, IN

- Delivered undergraduate/postgraduate courses with a focus on effective curriculum implementation and student engagement.
- Served as Class In-Charge, overseeing student attendance, discipline, academic coordination, and communication with parents and administration
- Mentored and advised students on academic progress, research, and career development
- Participated in curriculum development, academic committees, and institutional activities

<b>Data Scientist</b>	May '22 - Jun '24
Quantsys	Remote, IN

### Energy Demand and Price Forecasting

- Conducted comprehensive analysis of historical energy consumption and market price data to uncover usage trends, seasonal patterns, and pricing fluctuations.
- Conducted **exploratory data analysis (EDA)** on sentiment trends, review volume, and keyword frequency to identify common customer pain points and satisfaction drivers.
- Visualized sentiment distribution, product-specific feedback, and keyword trends using **Tableau**, enabling non-technical stakeholders to explore insights interactively.

<b>Data Analyst</b>	Nov '20 - May '22
Vodafone	Remote

### Customer Feedback Analysis Using Text Data

- Analyzed over **100,000 customer reviews** to extract actionable insights from customer feedback across various products and services
- Performed **text preprocessing and cleaning** using NLP libraries like NLTK and SpaCy, applying techniques such as tokenization, stemming, and lemmatization to reduce noise and enhance insight quality.
- Conducted **exploratory data analysis (EDA)** on sentiment trends, review volume, and keyword frequency to identify common customer pain points and satisfaction drivers.
- Automated reporting workflows, reducing manual analysis time by **40%**, and supported strategic improvements that led to a **10% increase in customer satisfaction** through targeted product and service enhancements.

<b>System engineer</b>	Oct '16 - May '19
Infosys	Pune, IN

### Customer Churn Analysis

- Performed comprehensive analysis of customer behavior to identify churn trends and key risk factors in a subscription-based business model.

- Queried and aggregated large volumes of customer data using **SQL** to extract relevant metrics across usage, support, and satisfaction touchpoints.
- Used **Python (Pandas, NumPy)** for data preprocessing and exploratory analysis; created insightful visualizations with **Matplotlib** and **Seaborn** to uncover hidden patterns.
- Built interactive dashboards in **Tableau**, enabling stakeholders to explore churn metrics by demographics, engagement levels, and tenure.

## KEY SKILLS

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- Python (Pandas, NumPy, Scikit-learn, TensorFlow, Keras)
- Machine Learning (Regression, Classification, Clustering)
- Time Series Analysis & Forecasting
- Feature Engineering & Model Optimization
- Ensemble Learning (Random Forest, Gradient Boosting, XGBoost)
- Natural Language Processing (SpaCy, NLTK, Hugging Face Transformers)
- Sentiment Analysis & Named Entity Recognition (NER)
- Data Visualization (Tableau, Matplotlib, Seaborn)
- Workflow Automation (Jupyter Notebooks, Airflow)
- SQL

## CERTIFICATIONS

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- EPGP certificate in AI&ML | IIITB | Oct 2023
- Udemy certificate in Master AI projects | Google | Aug 2022

## Area of Interest

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- Artificial Intelligence
- Machine Learning
- Deep Learning
- Data Science and Analytics
- Natural Language Processing
- Big Data Technologies
- Distributed Systems
- Software Engineering

## Subjects Taught

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Software Engineering, Artificial Intelligence, Distributed Computing, Full stack Development