



Divyanshu Sharma

Business Analyst

A highly motivated, hard working, honest and budding aspirant in the field of data science with adequate communication skills and experience in interpreting and analyzing Data. Seeking a position in a fast paced working environment where when offered an opportunity, utilizing analytical thinking and relevant expertise would help an organization comprehend its long term goals and upscale my professional and personal learning experience as well.

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WORK EXPERIENCE

Business Analyst EXL Service

06/2019 - Present

PROJECTS

Email Classification (11/2020 - 02/2021)

- Email Classification model for classifying cancellation and non cancellations of policies using Natural Language processing along with random forest classifier.

Visualization and Dashboard Creation (07/2020 - 11/2020)

- Structured a Complete process starting from data discovery, data manipulation to creating and enclosing visuals for insurance services ranging from medical, health, auto facilities to claim settlements carried out by third party service providers working under CNA Insurance and evaluating their service performance based on specific company defined KPI's using Microsoft Excel.

Journey Analytics Data Engine (08/2019 - 07/2020)

- Developed an ETL (Extract Transform Load) process to perform Big Data Analytics on customer care data by building an automated pipeline using a Job scheduling tool Autosys to load data on monthly bases from oracle and ms sql server data sources onto HDFS using Sqoop tool and processing this data using Hql with end result of providing data set explaining customer behavior w.r.t to various policy related actions with potential use in development of ranging predictive models and other analytical solutions.

EDUCATION

B.Tech Computer Science Chitkara University Punjab

08/2015 - 07/2019

SKILLS

Operating Systems- Windows Platform, Linux .

Technologies- Tableau, Machine Learning, NLP, SQL, Sqoop, Hadoop, HQL, Microsoft Excel, Word, PowerPoint

Programming Languages- Python, C, C++

CERTIFICATES

Tableau 2020 A-Z: Hands on Tableau Training for Data Science (Udemy)

Tableau 20 Advanced Training: Master Tableau in Data Science (Udemy)

Data Analysis with Pandas, NumPy and Python (Udemy)

Microsoft Excel-Data Visualization, Excel Charts and Graphs (Udemy)

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

INTERESTS

Sports, Politics, Mountaineering