CURICULUM VITAE

AKSHAY SHARMA

PROFILE

Senior RT Analyst

Data Engineer

Data Analyst

Working as Senior RT analyst with total experience of 5.5 Years looking forward for an opportunity to be a data Engineer and Big data world

I have good knowledge of big data skills also good analysis skills with good communication skills at English Language

Contact:

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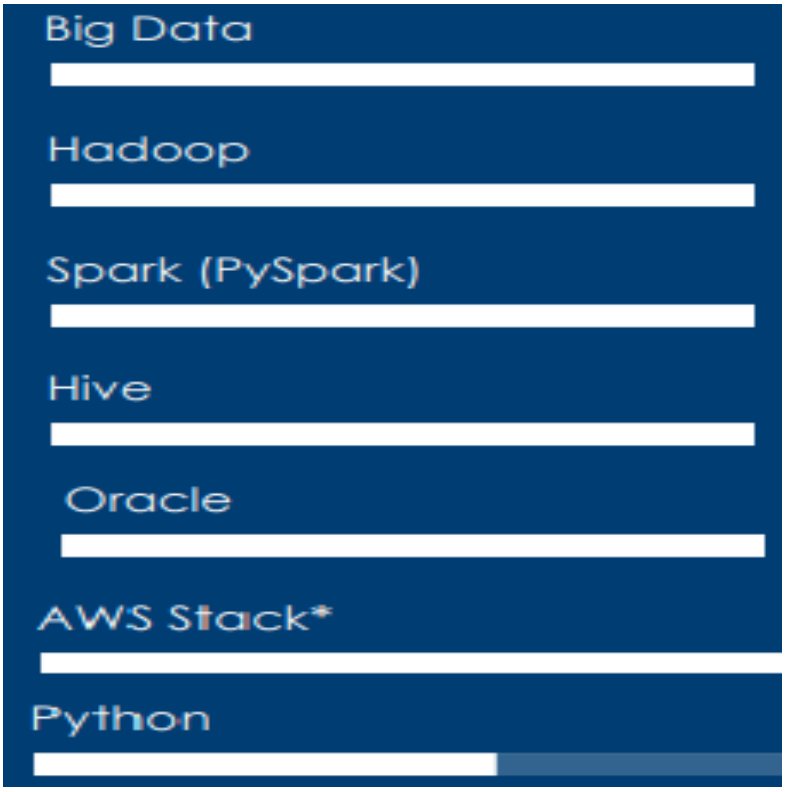
Skills and Knowledge



Work History: Ingnius Systems Private Limited (FROM June 2020 till Now)

Position: Senior RT Analyst

Client: eBay

Roles and Responsibilities:

1: Delivery Factor and Service Level monitoring

2: Sending Intraday reports, shrink reports, hourly reports, EOD reports

3: Working with operations to manage queue and delivery factor, asking ops to control AHT and break, if support is required getting the ops logged in until situation under control.

4: communicating with client making day by day business plans

5: Making changes in Business plans if required

6: Skill Changes

7: Real time movements

8: Real time guidance to Partner sites

9: Real time plan changes and implementing new things

10: Sending Real time issue reports

11: Making issue tracker

Real Time Monitoring and Reports:

- Queued Management
- Break Management
- Hourly Flash Report
- Reports: Daily summary report, Attendance Tracker, Intraday reports, EOD reports, headcount Tracker.

Skills and Knowledge

NO SQL

MYSQL

PostgreSQL

MongoDB

Spark

Python

Scala

Sqoop

Flume

Data management and relational modeling

Map Reduce

ETL

Spark Streaming (local Socket, S3, Kafka)

Amazon AWS EC2

Amazon AWS EMR

Linux Scripting

ML Algorithms

Amazon redshift

Data Modeling

Schema Creation and Data Understanding

Analysis

Linear Regression Algorithm

Logistic regression algorithm

Clustering algorithm

Operating Systems: Windows 10, 11, 7, 8

Linux

Objective:

Looking forward for a good opportunity in Data Engineering and Data Analyst with Python and SQL languages also willing to learn more of new big data technologies like Azure and Google Services to improve the knowledge of BIG data understandings.

Work History: Teleperformance (from June 2017 to May 2020)

Position: RT Analyst

Client: Amazon

Roles and Responsibilities:

1: Delivery Factor and Service Level monitoring

2: Sending Intraday reports, shrink reports, hourly reports, EOD reports

3: Working with operations to manage queue and delivery factor, asking ops to control AHT and break, if support is required getting the ops logged in until situation under control.

4: communicating with client making day by day business plans

5: Making changes in Business plans if required

6: Skill Changes

7: Real time movements

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Real Time Monitoring and Reports:

- Queued Management
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EDUCATION: Bachelors of Commerce (2017 to 2020) Rajasthan University

Advance Certification in Data Science (IIIT Bangalore)

With data Engineering streaming

GPA (3.7/4.0)

Overall percentage (96%)

Projects:

Credit Exploratory data analysis:

Objective: objective for the project was doing an analysis on the data of a credit company to find out the defaulters so company can give credit only to genuine peoples.

Technologies used:

Python pandas and numpy was used to do the data import and analysis stuff and matplotlib and seaborn was used to do the graphical presentations to get the insights of the data and power point presentations were used to give a complete presentation of the analysis done on the data.

Linear Regression analysis for bike sharing company:

Objective: a bike sharing company wanted to get an analysis after covid period to make sure that they earn a profit so analysis needed to be done using many factors like weather, temperature, price, current customers behavior and many other stuffs, so they wanted to know like which area is most impacting there business to get profit out.

Technologies used:

Python pandas and numpy were used to have a understanding of the data first like what kind of data we have and what kind of objective we complete using the data are there any variables which is no use for us after that linear regression algorithms were used to do a proper prediction for the client with checking many areas like r-squared and VIFs and co-relations and other stuffs.

RSVP Movie Case Study:

Objective:

A client wanted to launch an application where users can watch movies for free and refer to their friends as well and also take subscription, so client wanted us to analyze a IMDB movie data like what kind of movies they should have at their app and what kind of stuff people like most does it differ by country to country or state to state or by taste.

Technologies used: MYSQL and PostgreSQL both were used in this case as per the use case of the data and also python pandas and matplotlib and seaborn was used to give a graphical presentation and SQL queries were used to get the insights out of the data. power point presentations were used to give graphical presentations of the data.

Data pipe line and Analysis:

Objective: so objective of the project was doing an analysis on the client given data and providing business Improvement insights.

Technologies used: Data was not given in CSV file the java file was store in RDS server (AWS services) so Sqoop (AWS data pipeline services) was used to get the data into the HDFS (Hadoop storage) data was received in java format but to build a schema out of the data it needed to be transformed into a csv format and in 4-dimension tables and 1 fact table.

So Pyspark was used to do the transformation of the data a new schema was created using the struct type and struct filed Pyspark functions after that data was converted into 5 tables as mentioned earlier it should have been 1 fact and 4 dim tables after that new tables or csv file or those tables were written into S3(AWS storage services) after that Amazon Redshift were used to do the analysis work.

Power point and Microsoft word was used to do the presentation works.