

Harikant Shukla

• +91 9785130793 • sabkahariek@gmail.com • Noida, IN
• <https://www.linkedin.com/in/harikant-shukla/> • <https://github.com/Hari6694>

SUMMARY

4+ years experienced systems engineer armed with a Masters in Data Science and a keen interest in analyzing complex datasets to enable sound top-level decision-making. Gained a profound understanding of leveraging sentiment analysis, cutting-edge machine learning models, and predictive analytics to identify patterns and extract valuable insights for key stakeholders.

KEY SKILLS

• **Data Analytics** • **Data Modeling** • **Data Analysis** • **Data Manipulation** • **Data Visualization Techniques**
• **Statistical Modeling** • **Modeling Techniques** • **Preprocessing** • **Feature engineering** • **Data cleaning**
• **Exploratory data analysis** • **Data visualization** • **Data mining** • **Quantitative Analysis**

TECHNICAL SKILLS

Languages: Python, R, C++

Libraries: Pandas, Numpy, Matplotlib

CERTIFICATION Nikit-learn, MySQL, Tableau, Power BI, Excel, Machine LEa

PROFESSIONAL EXPERIENCE

Operational Analyst/Associate

Apr '21 - Present

Unacademy

Noida, IN

Analyze Youtube Analytical Data over Spreadsheet

- Created and maintained data visualizations using **Tableau** to facilitate data-driven decision making
- Convey the insights of the reports to the team member and client of the optimization with 83%

Data Back-up & Process Improvement

- Prepared the report and presented data-driven **reports and dashboards** to senior management
- Improved system **efficiency by 11%** and reduced the number of manual tasks

Trend Analysis & Client Servicing

- Inspected **backlog ticket** trends and administered corrective actions to reduce backlog reports by **75%**
- Portrayed as a **case manager** to resolve customer issues with high success 89% rate

Operation Consultant

Apr '20 - Mar '21

Unacademy

Delhi, IN

- Devised long-term content and channel management strategy for more than **30 YouTube channel**
- Depict **30 Youtube channel's** data for better performance and growth to engage maximum crowd

Sales Analyst

Jun '19 - Mar '20

wifistudy

Delhi, IN

- Handled **30+ client's queries** daily and troubleshoot issues in a professional manner and Managed financial and customer data as well
- Logged **50+ incidents daily** and prioritized them for the technical team by understanding users' requirements

EDUCATION

Bachelors in Mechanical Engineering

Jul '18

Jaipur National University

Jaipur, IN

- **Percentage:** 76.66%

Class 12th

May '13

Kendriya Vidyalaya

Jodhpur, IN

- **Percentage:** 67%

Class 10th

May '11

Kendriya Vidyalaya

Jodhpur, IN

- **CGPA:** 8.8/10.0

CERTIFICATION

Master's in Data Science

Dec '22 - Jun '23

Simplilearn Certified in collaboration with IBM

PROJECTS

Project 1: Healthcare | Tech Stack: Python, MySQL

Dec '22 - Jun '23

- Performed cleaning and preprocessed 100% data, conducted feature engineering, and **done exploratory data analysis**
- Developed a predictive model using machine learning algorithms to predict whether the patients in the dataset have diabetes or not rates with **80% accuracy**.

Project 2: United States Airlines Analysis | Tech Stack: Python, Tableau

Dec '22 - Jun '23

- Analyzed flight data from various airlines to **identify factors contributing** to avoidable flight delays.
- Collaborated with airline operations teams to provide recommendations for mitigating avoidable delays, resulting in a **15% reduction in delay occurrences**

ACCOMPLISHMENTS

- Received "Employee of the month - Q4 2019" for maintaining 100% SLA during Oct 2019 - Mar 2020
- Recipient of "Regular Attendee" award among 20 employees Dec 2020