

# Harikant Shukla

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## 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