

# Rohith Thode

[LinkedIn](#) • [Github](#)

## PROFESSIONAL SUMMARY

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Data Analyst with a strong foundation in SQL and Python, experienced in analyzing large-scale datasets (97,000+ records) to identify operational inefficiencies and performance bottlenecks. Skilled in writing optimized queries, building insightful dashboards, and applying machine learning models to generate actionable business insights. Strong understanding of data-driven problem solving and continuously enhancing system-level programming fundamentals.

## EDUCATION

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<b>Bachelor of Engineering</b> (Computer Science) Malla Reddy Engineering College	2021 - 2025 Grade: 7.32/10.0
<b>Intermediate (Class XII)</b> Sri Chaitanya Junior College Hyderabad	2019 - 2021 Grade: 986.0/1000.0
<b>Matriculation (Class X)</b> TS Model School, Kotapally	2018 - 2019 Grade: 9.5/10.0

## PROJECTS

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**IT Ticket Analysis – Data-Driven Performance Insights** ([Github](#)) September 2025

- Analyzed 97,000+ IT support tickets using Excel to identify performance gaps, resolution bottlenecks, and agent efficiency trends, providing actionable insights for management decisions.
- Designed dashboards and reports visualizing ticket volume, resolution times, and satisfaction scores, enabling data-driven optimization of IT support processes.
- Recommended improvements such as agent training, automation of repetitive tasks, and seasonal staffing, leading to enhanced service quality and employee satisfaction.

**Sentiment Analysis of Restaurant Reviews Using SVM and Naive Bayes** ([Github](#)) May 2022

- Developed and compared sentiment analysis models (SVM and Multinomial Naive Bayes) using direct methods and pipeline integration, achieving 81% accuracy on restaurant reviews.
- Deployed the best-performing model as a Streamlit web app for real-time sentiment prediction, utilizing Joblib for model serialization.

## CERTIFICATIONS

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**SQL (Intermediate) Skill Certification** Hackerrank ([Link](#)) November 2025

**The Joy of Computing Using Python** NPTEL ([Link](#)) November 2023

**Python for Data Science** NPTEL ([Link](#)) October 2023

**Mastering Data Analytics - Python, SQL** GeeksforGeeks ([Link](#)) July 2023

**Machine Learning with Python** Verzeo ([Link](#)) March 2023

## SKILLS

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**Computer Language:** C, Python, SQL  
**Databases & Data Tools:** Excel, MySQL, Power BI  
**Frameworks & Libraries:** Matplotlib, Pandas

## EXTRA-CURRICULAR ACTIVITIES

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Participated in Inter-College project expo in VISHESH 2k23 and Secured 3rd position