

PROFESSIONAL SUMMARY

Detail-oriented data enthusiast with a background in Bioinformatics, skilled in data visualization, reporting, dashboarding, and insight generation. Proficient in SQL, Excel, Power BI, and machine learning, with hands-on experience in analyzing and interpreting complex datasets. Known for strong analytical thinking, problem-solving, and data-driven decision-making, complemented by a proactive mindset and continuous learning approach.

EDUCATION

Master of Science (Biology)	2022 - 2024
Central University of himachal pradesh	Grade: 7.8/10.0
Bachelor of Applied Science (Biotechnology)	2019 - 2022
MDU rohtak	Grade: 65.0%
Intermediate (Class XII)	2017 - 2018
vm senior secondary school	Grade: 74.0%
Matriculation (Class X)	2015 - 2016
senior shreeram model high school	Grade: 7.8/10.0

EXPERIENCE

Advisor Email Support	August 2024 - Present
Concentrix	<i>Gurugram</i>
<ul style="list-style-type: none">Resolved an average of 65+ seller cases daily with a 95%+ first-contact resolution rate, contributing to a 98% customer satisfaction score.Analyzed 1,200+ support tickets to identify trends in refunds, returns, and pickups, leading to 30% reduction in recurring seller issues through process improvements.Raised 400+ brand and copyright violation tickets using ASIN activity analysis and Media Center tools, enhancing compliance and reducing seller account risks.	

PROJECTS

Social Media Engagement Analysis and Influencer Identification (Github)	November 2024
<ul style="list-style-type: none">Analyzed Instagram user data (855M global users) using SQL to segment engagement levels, revealing that posts with #party, #food, and #fashion had the highest engagement rates.Identified peak user activity windows (11AM–12PM, 4–7PM, and 9–11PM) and proposed time-based targeting strategies to boost campaign effectiveness.Built influencer score using a 60% engagement rate and 40% follower count formula to shortlist top candidates for marketing collaborations.Tools used - SQL, Excel	
AstroSage Operations Analysis: Improving Efficiency and User Experience (Github)	October 2024
<ul style="list-style-type: none">Identified peak user activity (6AM–4PM) and recommended shift optimization to enhance agent efficiency and reduce wait times.Revealed chat dominance (70% of activity) but low revenue (Rs.45K vs. Rs.1.68L from calls); proposed chat automation and agent training to boost conversions.Flagged 13K+ failed/incomplete chats and low agent ratings; suggested targeted training and incentives to improve service quality and retention.Tools used - Excel	
Graph-Based-Prediction-of-Protein-Stability-Changes-Induced-by-Single-Point-Mutations (Github)	March 2024
<ul style="list-style-type: none">Modeled 217,532 mutations across 800 proteins using Graph Attention Neural Networks (GANN) to predict change in Gibb’s free energy.Engineered protein graphs with 9 physicochemical features per node and interaction edges based on a 5.0 Å cutoff, enhancing mutation effect representation.	

- Achieved high prediction accuracy of 98%, with low Mean Squared Error (MSE) and strong R^2 and Pearson correlation scores, validated through 5-fold cross-validation.
- Tools used - Python, Excel, YASARA, shells scripting

CERTIFICATIONS

Hacker rank SQL intermediate Hacker Rank ([Link](#)) July 2025

- Achieved an SQL Intermediate Certificate, demonstrating strong skills in complex queries, joining tables, and advanced data analysis. Proficient in aggregation, subqueries, and data manipulation

International Conference on Advances in microbiology and bioinformatics at Atal Bihari Vajpayee University, Bilaspur (C.G) Atal Bihari Vajpayee University, Bilaspur (C.G) January 2025

- Certified for presenting innovative work on graph-based prediction methods to analyze protein stability changes caused by single point mutations, demonstrating potential for future advancements in biotechnology and medicine

Professional Certificate Course in Data Science Newton school September 2024

- Pursuing advanced Data Science certification with a focus on SQL, Power BI, machine learning, and statistical analysis for impactful data-driven decision-making.

SKILLS

Computer Languages: SQL, Python, Machine Learning

Data Tools: Power BI

Software Packages: MySQL, Excel, Matplotlib, Pandas

Soft Skills: Communication Skills, Presentation Skills, Critical Thinking, Teamwork, Creativity, Time management

Others: Analytics, Spreadsheet, Microsoft Office