Saptarshi Majumder

[LinkedIn](#) • [Github](#)

PROFESSIONAL SUMMARY

An inspiring Data Scientist learning to interpret and analyze complex data sets to drive meaningful business solutions. Expertise lies in extracting, interpreting, and visualizing data to uncover trends and patterns that provide actionable insights. Proficient in SQL, Excel for data extraction, cleaning, and analysis. Skilled in data visualization tools such as Tableau and Power BI. Experienced in statistical analysis and predictive modeling techniques.

EDUCATION

Bachelor of Technology (Electronics and Communication Engineering)   2018 - 2021
Techno College Of Engineering Agartala   Grade: 7.91/10.0

Diploma   2015 - 2018
Tripura Institute Of Technology   Grade: 6.26/10.0

Matriculation (Class X)   2012 - 2015
Umakanta Academy (English Medium)   Grade: 440.0/700.0

EXPERIENCE

Technical Support Executive   December 2023 - March 2024
Capgemini Technology Services India Limited   *Kolkata, West Bengal.*

- Provided comprehensive technical support such as hardware/ network and router troubleshooting, MS Outlook issues, basic server maintenance.
- Utilized **Excel** to analyze and calibrate monthly issue occurrences, identifying the most frequent issues to enhance troubleshooting and resolution efficiency.
- Collaborated directly with **clients** to analyze and resolve technical issues occurring in remote locations, ensuring timely and effective solutions, to enhance customer satisfaction
- Managed end-to-end client interactions, leveraging analytical skills, providing technical support to minimize disruptions.

Desktop Support Engineer   November 2022 - December 2023
Csat Systems Pvt. Ltd.   *Noida, Uttar Pradesh*

- Conducted in-depth system failure analysis to identify root causes and implement effective resolutions, minimizing downtime.
- Managed router and Windows network troubleshooting, optimizing connectivity and resolving network disruptions.
- Provided server connection troubleshooting, ensuring system integrity, security, and uninterrupted business operations.

Chief Operations Offier   December 2021 - October 2022
Naksh India   *Chandigarh*

- Oversaw company operations, ensuring efficient workflow and process optimization, with user handling and access control, maintaining data security and system integrity.
- Utilized **Excel** for data entry, processing, and in-depth analysis, improving decision-making and reporting efficiency.
- Optimized business processes to enhance productivity and operational efficiency, ensuring accuracy and accessibility.
- Collaborated with **foreign clients**, providing support and ensuring seamless communication. Tracked and managed project deliverables, ensuring timely completion and alignment with business objectives.

PROJECTS

RFM Segmentation and Customer Analysis ([Github](#)) ([Demo](#))   December 2024

- Integrated data of customer transaction from CSV files into Python, utilizing Pandas for cleaning and transforming data to prepare for analysis.
- Calculated RFM metrics (Recency, Frequency, Monetary) using Python, and applied clustering techniques to segment customers based on their purchase behaviors.
- Performed EDA to identify trends and patterns in customer behavior, utilizing visualizations and statistical techniques to uncover insights.
- Developed data-driven insights and visual reports to guide marketing strategies, improving customer targeting, engagement, and retention.

Chicago Crime Data Analysis (Github) (Demo) — July 2024

- Integrated crime data from a .csv file into Power BI, ensuring accurate data aggregation and seamless analysis.
- Developed advanced DAX formulas to analyze crime statistics, including average resolution time, crime type analysis, and month-wise as well as locality-specific crime rate trends.
- Conducted detailed trend analysis to identify key patterns in crime occurrences, enabling a focused approach for crime reduction and strategic planning.
- Created three visually engaging dashboards to present insights, providing actionable recommendations that informed stakeholders' decisions and optimized crime reduction strategies.

Social Media Project (Github) (Demo) — July 2024

- Integrated data from multiple social media platforms into a unified SQL database, ensuring seamless aggregation for comprehensive analysis.
- Developed advanced SQL queries, utilizing complex JOINs, GROUP BY, HAVING clauses, and window functions to analyze user engagement, follower growth, and content performance.
- Conducted thorough trend analysis to uncover key patterns in social media interactions, offering deep insights into audience behavior and preferences.
- Created visually compelling reports and dashboards to present findings, delivering data-driven recommendations that informed strategic decisions and optimized social media strategies.

Zomato Restaurants Expansion (Github) (Demo) — May 2024

- Analyzed global restaurant data to provide strategic insights and recommendations for Zomato's expansion into new markets.
- Performed data cleaning, sorting, and filtering using advanced Excel functions, including logical operators, conditional aggregations, and lookup functions.
- Utilized PivotTables, various chart types, and slicers to summarize data, incorporating interactive elements for enhanced visualization.
- Developed a comprehensive dashboard with advanced features like What-If Analysis, forecasting, and regression to present findings and support data-driven decision-making.

CERTIFICATIONS

Professional Certification in Data Science Newton School (Link) — April 2024

- Mastered advanced techniques in Python, SQL, Excel, Power BI including complex formulas, data analysis, and data visualization.
- Specialized in data preparation, handling inconsistencies and designing detailed charts for insightful visualizations.

Windows Server 2019 Udemy — February 2024

- Installed, configured, and maintained VMware environments to ensure optimal performance and reliability.
- Performed system configuration and setup to enhance virtualization efficiency.
- Managed ongoing maintenance and troubleshooting to maximize VMware usability and minimize downtime.

Robotics MSME Tool Room-Kolkata — January 2019

- Proficient in microcontroller fundamentals, including ARM7 architecture and **Embedded C programming**.
- Experienced in **robotics and sensor integration**, including motor control and behavioral analysis of robotic systems.
- Hands-on experience with Crossware software and PHILIPS LPC2148 board, including firmware downloading and system configuration.

SKILLS

Computer Languages: Python, SQL, SQL, Python
Data Tools: Power BI, Power BI
Software Packages: Virtualization, Pandas, Windows, Matplotlib, Excel, MySQL, Excel
Soft Skills: Decision-making, Critical Thinking, Communication Skills
Others: Microsoft Office, Spreadsheet, Analytics