



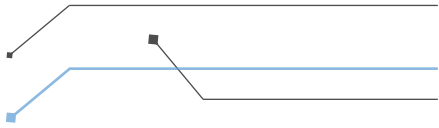
Shivendra Sharma

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[HackerRank](#) | [GitHub](#) | [LinkedIn](#) | [Stackoverflow](#)



Strengths

Committed towards quality deliverance, resourceful and optimised towards time and task management. Gives high priority over professional objectives over other tasks. Strong communication with good grasp over leadership skills.

Skillsets

Python Analytics

- ◆ **Pandas:** data extraction, loading, tabular transformations, stacking, melting data frames, pivots and data summaries.
- ◆ **Indexing:** .loc and .iloc indexing through pandas,
- ◆ **Pickling:** storing data in compressed format.
- ◆ **Matplotlib:** subplots and Artist creations, extracting graphs as part of data exploration.
- ◆ **Seaborn:** built on top of MPL, for adding additional layers or advanced charts through lesser code.
- ◆ **Scikit-Learn:** supervised and unsupervised methods, pattern extractions, k-means or hierarchical clustering for pattern recognitions, supervised methods such as random forests, simple logistic model, bagging or tree methods. Time series smoothing, ARIMA, ARI-MAX and SARIMAX models.
- ◆ **Object oriented:** classes and subclasses, instantiation. OOP applications such as encapsulation and inheritance.

Databases

- ◆ **MySQL:** workbench GUI, understanding of schemas as well as querying data
- ◆ **SQLite:** querying data on SQLite, any basic editor.

Google Cloud

- ◆ **Data Engineering:** Airflow, Pub/Sub, BigQuery for GCP, Kafka/ Apache jobs.

Data Visualizations

- ◆ **Tableau:** Dashboard creation, custom metrics, visualisations
- ◆ **KNIME:** ML workflows, visual no-code implementations.

Team Skills

- ◆ **Triaging:** Recognising bottle-necks, providing guidance to support engineers.
- ◆ **Communication facilitation:** Acting as a facilitator between several levels of teams.
- ◆ **Mentoring:** Guiding members through mentoring on daily tasks.

HackerRank certified problem solver with a solid foundation in the Python analytics—computations in numpy, data manipulation in pandas, visualising in matplotlib/seaborn. Infosys certified Machine Learning and Analytics Professional; **currently undergoing Google Cloud trainings**. Experienced in traditional ML algorithms and data mining. Adept in OOP concepts and writing efficient SQL queries. Exposed to chained methods in pandas for executing complex data manipulation. Comfortable working in Linux and macOS environments, with hands-on experience in version control using Git. Well versed in AI usage for solving tough problems.

Current Allocation

Infosys Ltd., Jaipur (Oct 2024—Present)

Lead Analyst—Data Science (Rank Level 5) [2024—Present]

- ◆ **Mined client’s (Philips Morris International) ticketing data from 2020;** conducted deep exploratory dive into incidents and request patterns in pure Python.
- ◆ Conducted processing of textual data of incidents raised since 2020; developed word clouds as well string outputs through string operations.
- ◆ Used chained methods of pandas to gather insights through several forms of tabulation.
- ◆ Ran complex seaborn and matplotlib code on structured data to return clean, insightful visualisations.
- ◆ Transferred code into Python scripts for reproducibility.

Senior Analyst, L2 Team (Sprinklr) [2021—2024]

- ◆ Primary allocation as support operations lead.
- ◆ Acted as lead point of contact for L2 team.
- ◆ Led support team on maintenance of Sprinklr, a SaaS CXM platform.
- ◆ **Supported a total of 95 global workspaces on wide range of reporting/analytics dashboards, textual data as well as automated rules, queues, custom configuration as well as conversation bots.**
- ◆ Acted as a dedicated bridge of communication between L2 and L3 teams.
- ◆ Liaised as a problem solver through consistent highlighting of priority incidents and requests.
- ◆ Achieved ‘Commendable’ ratings with zero escalations even during ticket upheavals of Q1 2025.

Internal Trainings

- ◆ **Google Certified Professional Data Engineer on GCP [ONGOING]**
 - Full fledged training program covering Air flow, Google BigQuery, Pub/Sub and other modules for engineering and securing data.
- ◆ **Google Certified Machine Learning Professional [ONGOING]**
 - Part of GCP trainings provided by Infosys-Google on ML workflows on GCP.
- ◆ **Infosys Certified Machine Learning Professional (Infosys Lex)**
 - Advanced certificate earned through a proctored assessment of Infosys.
- ◆ **Citizen Data Science (Infosys Lex)**
 - Tailored for internal Infosys’ DNA unit only.
 - Covered A-Z of analytics essentials (data exploration, munging, probability distributions—discrete and continuous).
- ◆ **Advanced Python Concepts (Infosys Lex)**
 - Covers Object oriented programming.
 - Trains application of real time objects applied in Python.
- ◆ **GenAI Landscape (Infosys Lex)**
 - General overview of generative models and how to use them.

Past Projects

[\[Capstone\] Analyse and Predict Agent Bonuses for an Insurance Firm \[Great Learning\]](#)

- ◆ Associated with PGP DSBA provided by Great Lakes Institute.
- ◆ **Objective**—Analyse features and provide prescriptive and predictive recommendations for agent upskilling.
- ◆ Visualized dataset for feature extraction and key indicators for agent bonuses.
- ◆ Successfully tuned models to determine best bonuses.
- ◆ **Achieved error of 3% on train set, thus providing a robust model.**
- ◆ **Tools used – End-to-end Python (sklearn, pandas, matplotlib, misc. modules)**

Retail Data Extraction and Analysis through Databases

- ◆ Objective – Execute complex queries and extract transaction details.
- ◆ Established relationship between eight complex tables.
- ◆ Successfully executed subqueries, joins and aggregation involving multiple items per order.
- ◆ **Tools used – SQLite using DB Browser, MySQL.**

Exploratory Deep Dive through Hypothesis Testing

- ◆ **Objective** – Explore data of a retailer and answer business relevant questions through hypothesis testing.
- ◆ Used descriptive and prescriptive statistics to gather retailer’s insights.
- ◆ Successfully answered questions on region wise product usage.
- ◆ **Tools used – Python, Seaborn.**

Qualifications

Post Grad Program in DSBA, Great Learning (2020-21)

- ◆ Exhaustive program in data analytics through Python, SQL, Tableau and KNIME.
- ◆ **Topics—Python, data exploration, ML models, etc.**

Master of Arts (Economics), Fergusson College (2011-13)

- ◆ Second sub as econometrics with statistics.
- ◆ Third rank achieved on thesis on NREGA.

Bachelor of Arts (Economics), St. Xavier’s (2008-2011)

- ◆ Second year university ranking under Econometrics.

Past Work Exposure

Research Analyst, Adity Digital Consultant (2016-19)

- ◆ Conducted in-depth research on primary data. Macro-economic trends and game theory.
- ◆ Drafted and developed original content in several SEO optimised formats.

Freelance Subject Matter Expert, Chegg Inc. (2014-15)

- ◆ WFH profile for tutoring junior college students and developing/editing theoretical content.
- ◆ **Subjects—Statistics and Economic concepts.**