

RAGHAV SHARMA

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DATA SCIENTIST SUMMARY

Data Scientist with expertise in Python, SQL, and machine learning. Proven track record in predictive modeling and advanced data analysis to drive business growth, including tripling customer contracts and improving operational efficiency by 70%. Skilled in transforming complex datasets into actionable insights using Tableau and Power BI.

EXPERIENCE

Nebula Sales | Calgary, Canada

Aug 2024 – Present

Data Scientist - Contract

- Increased task efficiency by **70%**, **resulting in a 3x growth** in customer contracts through data-driven solutions.
- Developed predictive models for lead generation and commission optimization, contributing to a **25% increase** in sales conversion rates.
- Conducted exploratory data analysis (EDA) that led to a **15% improvement** in sales strategy effectiveness and business decision-making.
- Created and deployed interactive **Tableau** and **Matplotlib dashboards**, reducing decision-making time for stakeholders by **40%**.
- Collaborated with cross-functional teams to refine **A/B testing frameworks**, resulting in a **20% improvement** in product iteration speed.
- Enhanced platform functionality by identifying pain points from customer behavior surveys, **increasing user engagement by 30%**.

SecurityScorecard | Calgary, Canada

Oct 2022 – Feb 2024

Software Support Engineer

- Developed and deployed **Python automation scripts**, streamlining manual operational tasks and boosting team efficiency by **70%**.
- Identified and addressed critical **product bugs** by working closely with QA, engineering, and product teams, improving system reliability.
- Delivered comprehensive technical documentation and **user guides** to assist teams and clients in understanding product functionality.
- Created **log analysis tools** using Python to help diagnose and resolve system issues faster, reducing resolution times by **40%**.
- Played a key role in conducting **system performance testing**, identifying bottlenecks, and improving application uptime.

Aptos Retail | Calgary, Canada

April 2022 – Oct 2022

Technical Analyst

- Automated recurring **data-cleaning tasks** using Python, saving over **15 hours of manual effort per week** and improving data integrity.
- Handled and resolved **technical tickets** related to retail system performance using tools such as **MySQL, Postman, Kibana, and Grafana**.
- Conducted **root cause analysis** for recurring technical issues, providing recommendations that reduced incident recurrence by **30%**.
- Monitored and maintained service-level agreements (SLAs), achieving a CSAT score of over 95% through consistent and effective problem resolution.
- Created SQL queries to extract and analyze **key performance metrics**, enabling informed decision-making for retail clients.

Concentrix | Winnipeg, Canada

Aug 2020 – April 2022

Supervisor, Technical Support

- Led and mentored a team of **30+ technical support representatives**, improving productivity and client satisfaction through effective training programs.
- Implemented **real-time monitoring (RTA schemes)** to streamline escalations and improve resolution times by **20%**.
- Resolved **complex escalated cases** by collaborating with Site Support Engineering (**SSE**) and leveraging advanced troubleshooting methods.

- Reduce new-hire onboarding time by **30%** through the knowledge base and best practices guides.
- Delivered outstanding support to multinational clients, ensuring **90% SLA adherence** and maintaining a strong customer-focused culture.

PROJECTS

Feature Engineering Project (Skills: Python) (July 2023)

- Identified key factors influencing house price negotiations through exploratory data analysis (EDA) using Pandas, NumPy, Matplotlib, and Seaborn.

Predict the Chances of CVD - Cardio Vascular Disease (Skills: Python) (October 2023)

- Built a baseline model to predict the risk of a heart attack using logistic regression and random forest.
- Conducted correlation analysis and logistic regression (leveraging standard error and p-values from stats models) for feature selection.

Loan Default Using Deep Learning (Skills: Python, TensorFlow) (December 2023)

- Performed data preprocessing and built a deep-learning prediction model using TensorFlow to predict loan default based on historical data.

Facial Recognition Using Deep Learning (Skills: Python, Keras) (April 2024)

- Developed a deep convolutional neural network (CNN) using Keras to perform facial recognition with high accuracy.
- Preprocessed datasets by resizing and normalizing images, implemented data augmentation to improve model generalization and fine-tuned hyperparameters for optimal performance.

TECHNICAL SKILLS

Languages:	Python (NumPy, Pandas, Scikit-learn, Matplotlib, TensorFlow, Keras), SQL
Frameworks and Tools:	AWS, Oracle Cloud Infrastructure (OCI)
Machine Learning:	Regression, Classification, Clustering, PCA, SVM, Data Mining, Data Analysis, Decision Modeling
Certifications:	Advanced Deep Learning and Computer Vision, Applied Data Science with Python, Deep Learning with Tensor Flow and Keras, Machine Learning (Purdue University)

SOFT SKILLS

Teamwork and Collaboration, Communication, Problem-Solving, Critical Thinking, Time Management

EDUCATION

Purdue University, IN, USA Post Graduate Diploma - AI and ML Coursework: Deep Learning, Machine Learning	May 2023 - April 2024
University of Manitoba, Winnipeg, Manitoba Bachelors of Science - Physics and Mathematics	Sep 2016 - April 2022