

# Sai Krishna

## Paramkusham

Business Analyst

### Contact

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### Skills

#### Data Science



#### Machine Learning



#### Predictive Models



#### Descriptive Analytics



#### Text Mining



#### Data Mining



#### Statistical Analysis



I have 2.8+ years' experience of in Data Analytics. Seeking a position within a company, where professional experience, education and abilities stand as an advantage for professional growth and looking forward for a competitive position. Willing to work as a key player in challenging & creative environment.

### Professional Experience

Jul'18

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#### Sr. Business Analyst

Present

*Tech Mahindra, Hyderabad, Telangana*

#### 1. To develop propensity to dispatch a technician to install or reconfigure customers network based on the issue type.

In telecom industry it is most important to identify exact issue and fix it accordingly. One of the ways to fix customer network is to send a technician to customers physical location and get the issue resolved. But this comes with huge cost. So, telecom company wants to determine which type of issues need a technician visit. To identify it we have developed a classification model which generate propensity to dispatch a technician. Based on the propensity score we'll dispatch a technician to customers location.

**Analytical Tools Used:** Excel and R Studio.

**Techniques Applied:** Graphs, Tables, Chi-Square tests, Logistic Regression, Random Forest.

#### 2. To develop a network intrusion system to detect anomalies and attacks in a network based on the type of suspicious activities.

A Network Intrusion System is a system that monitors network traffic for suspicious activities and issues the alerts when such activity is discovered. To keep a network safe, we have to classify the different type of anomalies based on their impact on the network. To achieve this a classification model was developed.

**Analytical Tools Used:** R Studio, Excel and Power Point.

**Techniques Applied:** Graphs, Tables, Feature Scaling, Logistic Regression, Gradient Boosting.

MS Office



Very Good

R Programming



Very Good

Python



Good

Advanced Excel



Very Good

## Languages

English



Superior

Hindi



Superior

2017-05 -  
2018-07

### Sr. MIS Analyst

*Tech Mahindra, Hyderabad, Telangana*

**IT\_SAIDI Score**, the purpose of this project is to develop a dashboard which reports IT\_SAIDI score of a website of the customer. The customer is a leading provider of Electricity and Gas in USA, through this project customer wanted to understand the performance of their website during outage. This dashboard was built using Power BI.

**Agent Productivity Dashboard**, the purpose of this project is to build a dashboard which will help our client to understand performance of its call centre associates. As part of the project all the necessary Key Performance Indicators (KPIs) are to be identified and reported which will lead to increase the productivity of their associates. Thus, leading to the optimized and effective usage of the available resources. All of this done in Excel using advanced concepts like looks ups, power pivot, power query, etc.,

2015-06 -  
2016-03

### Digital Interaction Specialist

*[24]7 Customer Ltd. Pvt, Hyderabad, Telangana*

Worked as Digital Interaction Specialist at [24]7 customer Ltd Pvt. As part of the job responsibility, I had to understand, analyse and resolve technical issues of clients of reputed international bank, U.S, through digital platforms. Also leverage extensive customer support to provide the best customer service.

## Education

2015

### Bachelor of Technology: Electronics and Communication Engineering

*Jawaharlal Institute of Technology Hyderabad - Hyderabad*