

NISHA KUMARI

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Technical Skills

Microsoft Office Suite, Networking, ServiceNow, Python, SQL, Statics, Power BI, Data Analysis, Excel

Experience/Projects

Concentrix

Nov 2024 – Present

Sr. Technical Analyst

Bengaluru, India

- Tested and debugged software & hardware issues to resolve more than 150 technical support cases per month, reducing customer downtime by an average of 25%.
- Reorganized the technical knowledge base database, making it easier for customers to find relevant information; reduced useless calls and emails from repeated clients by 60%.
- Compiled detailed monthly reports summarizing service requests, response time metrics and customer feedback – used data-driven insights to improve overall quality of service delivery standards.

DXC Technology

June 2022 – July 2023

Technical Associate

Bengaluru, India

- Analyze and diagnose customer-reported issues with SAP Applications, identify root causes, and develop effective solutions.
- Maintain accurate records of customer interactions, issues, and solutions in the support tracking system.
- Contribute to the knowledge base by creating and updating technical articles, and troubleshooting guides, and Collaborate with internal teams, including developers and subject matter experts, to escalate and resolve complex issues.
- Provide valuable feedback on product issues, enhancements, and bug fixes to the engineering teams.

Concentrix

June 2021 – June 2022

Technical Support

Bengaluru, India

- Assisted Level 1 and Level 2 engineers in troubleshooting software issues.
- Conducted remote sessions and provided clear and concise guidance to customers on the configuration, deployment, and maintenance of software solutions.
- Effectively documented technical solutions, troubleshooting steps, and best practices for internal and customer knowledge base.
- Maintained a high level of customer satisfaction through timely and accurate responses, ensuring SLA compliance.

Personal Projects/Awards & Achievements

COVID19

[source code](#)

- **Data Cleaning:** Deleting rows with null values and columns not needed for this analysis, and converting data types, Encoding
- **Data Validation and Exploration:** I used Python for Data Exploration (Bar chart and Heatmap), separating dependent and independent variables and splitting the data into train and test
- **Accuracy:** Used Machine learning for model training, evaluated data using test data, Feature Scaling and Logistic Regression, Linear Regression, Decision Tree, and Random Forest.
- **SQL:** SQL is also used to find some values.
- **Result:** The highest accuracy from the Decision Tree is 84.

. The HR Data Analysis Dashboard using Power BI project is tailored for HR managers and business leaders to comprehensively analyze and oversee employee data. Its aim is to empower HR professionals to make informed decisions regarding employee retention, development, and recruitment strategies.

https://github.com/nisha06k/HR_ANALYTICS/tree/main

. The project includes trendlines and target lines, enabling HR managers to effectively monitor the progress made in reducing attrition. It features detailed charts that illustrate employee distribution and attrition rates categorized by gender, age groups, job satisfaction levels, and educational backgrounds. These charts come equipped with legends and interactive filters, allowing HR managers to delve deeper into the data and gain comprehensive insights.

. Developing and updating HR dashboards that display key performance indicators (KPI) (Overall employees, Attrition, Attrition Rate, Average Age, Average salary, Average Year) and for visualization using Donut Chart, Bar Graph, Vertical Bar Graph, Matrix Chart.

Training / Certification

Data scientist - Odinschool

Aug 2023 – Mar 2024

Education

SRM University

Bachelor of Engineering in Information Technology

July 2017 – May 2021

Chennai, Tamil Nadu