

AKANKSHA

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PROFESSIONAL SUMMARY

Analyst with 2+ years of experience in enterprise IT systems and SLA-driven environments. Maintained 98% SLA compliance across 100+ global enterprise clients. Skilled in Python, SQL, and Exploratory Data Analysis with hands-on experience in customer churn analysis. Currently pursuing a Bachelor's degree in Data Science and AI at IIT Madras.

PROFESSIONAL EXPERIENCE

HCL Technologies

Analyst

April 2024 – Present

Noida, India

- Maintain a 98% SLA resolution rate while handling 50+ technical incidents weekly for 100+ UK-based enterprise clients.
- Manage end-to-end incident lifecycle using ServiceNow and perform root cause analysis to improve system reliability.
- Execute Identity and Access Management (IAM) audits ensuring compliance and security governance.
- Improved overall system uptime by 15% by resolving RDS and OS-level performance bottlenecks.

HCL Technologies

IT Infrastructure Intern

April 2023 – April 2024

Noida, India

- Supported deployment and configuration of Virtual Desktop Infrastructure (VDI) serving 500+ enterprise nodes.
- Resolved network connectivity issues improving department response efficiency by 10%.

TECHNICAL PROJECTS

Customer Churn Analysis – Telecom Domain

Python, Pandas, Seaborn, SQL

Jan 2026

- Analyzed 7,000+ customer records to identify top 5 churn drivers using Exploratory Data Analysis.
- Handled 15% missing data through cleaning and preprocessing techniques.
- Built churn prediction model and identified strategies improving projected customer lifetime value by 12%.

EDUCATION

IIT Madras

BSc in Data Science and AI

2024 – 2028

- Coursework: Machine Learning, Statistical Inference, Database Management Systems

Amity University

Bachelor of Computer Applications (BCA)

2024 – 2027

Noida, India

- Coursework: Data Structures, Algorithms, Software Engineering

TECHNICAL SKILLS

Programming: Python, SQL

Data Analysis: Pandas, NumPy, Matplotlib, Seaborn, EDA

Cloud & Infrastructure: Azure, Active Directory, IAM, RDS, VDI

Tools: ServiceNow, GitHub, Jupyter Notebook