MOHAMMAD AKRAM CHAUDHARY

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PROFILE SUMMARY

Data professional transitioning from IT support into data analytics, with hands-on experience in SQL, Python, Power BI, and Excel-based automation. Delivered two end-to-end analytics projects a 100,000+ record healthcare readmission analysis and a 150,000-record credit risk prediction model spanning data cleaning, statistical testing, predictive modelling, and stakeholder-ready dashboards. Google Data Analytics Professional Certificate holder. Seeking data analyst opportunities.

PROJECTS

Healthcare Data Analytics: 30-Day Diabetic Readmission Risk Analysis

- Performed end-to-end analysis on 100K+ clinical records using Python (pandas, matplotlib, scipy), SQL (SQLite), and Power BI — covering data cleaning, EDA, Chi-Square hypothesis testing, KPI design, and dashboard development.
- Found patients with 3+ prior admissions were readmitted at 3x the rate of first-time patients; delivered stakeholder-specific, actionable business recommendations.

Credit Risk Analytics: Borrower Default Risk Prediction

- Built a logistic regression model on 150K borrower records (Python/scikit-learn, SQL) to predict default risk; identified prior 90+ day late payment as the strongest driver, raising risk 7x (4.6% → 33.7%).
- Addressed severe class imbalance (6.7% positive class) via feature scaling and threshold tuning, improving recall from 67% to 95.6%; independently validated findings in SQL.

SKILLS

- Data Analysis & BI: Excel (Pivot Tables, VLOOKUP, Power Query), Power BI (DAX), Tableau, Dashboard & KPI Design
- Databases: SQL (Joins, Subqueries, CTEs, Window Functions), SSMS, MySQL
- Programming & ML: Python (Pandas, NumPy, Matplotlib, Seaborn, scikit-learn), R (basic), Logistic Regression, Class Imbalance Handling
- Statistics & Data Management: Hypothesis Testing, Descriptive/Inferential Statistics, Data Cleaning, ETL Concepts
- Tools: Jupyter Notebook, Git/GitHub, Google Sheets

EXPERIENCE

Desktop Support Engineer | Client: Pon Pure Chemical India Pvt. Ltd. *May 2022 – Sep 2026*

via Aforeserve Ltd. (May 2022 – Jan 2023) → via KHS Infotech Pvt. Ltd. (Jan 2023 – Sep 2026)

- Built Excel-based IT asset dashboards tracking 200+ assets, reducing manual audit time ~40% via Power Query automation; automated weekly MIS reports, cutting generation time from 3 hours to under 30 minutes.
- Developed KPI tracking sheets for L1 support metrics (MTTR, resolution rate), improving SLA adherence ~20%; standardized data collection templates and SOPs for 100% data consistency.

Druva Helpdesk Admin | Cosine Solutions *Nov 2021 – Jan 2022 | Client: More Retail Private Limited*

- Standardized security compliance reporting (weekly exception/inactivity analysis to IT Head), ensuring 100% policy adherence; strategized infrastructure scaling from backup/sync pattern analysis.

Desktop Support Engineer | Pronet Private Limited *Sep 2019 – Feb 2021*

- Maintained Excel datasheets for service records/inventory (100% accurate tracking); used Pivot Tables to forecast stock requirements (~15% overstock reduction) and identify margin-decline trends that informed pricing strategy.

CERTIFICATION

Google Data Analytics Professional Certificate — Coursera (2026)

- Full data analysis lifecycle: SQL querying, data cleaning/transformation (R/tidyverse, spreadsheets), Tableau dashboards, statistical analysis.

EDUCATION

- BSc in Computer Science — CDOE, University of Mumbai — CGPI: 7.78
- Diploma in Electronics & Telecommunication Engineering — Muchhala Polytechnic, MSBTE — 65.18%