

Sheikh Ismail

ismailquadri950@gmail.com | +91 8247421887 | LinkedIn

CAREER OBJECTIVE

Enthusiastic and meticulous Data Analyst with a strong foundation in data cleaning, exploratory data analysis (EDA), statistical techniques, and visualization tools. Skilled in Python, SQL, Power BI, and Machine Learning to derive actionable insights from complex data. Eager to apply analytical abilities and technical knowledge to support data-driven decision-making in a dynamic organization.

TECHNICAL SKILLS

Microsoft excel, Power BI, SQL, Python, Big data, Performance tuning, Troubleshooting, Cloud Computing, Apache Zookeeper, Amazon EC2, Amazon VPC, Identity and Access management (IAM), Amazon S3, AMI, Amazon Elastic MapReduce(EMR), CDH, High availability (HA), HDFS, MapReduce, Linux, Amazon web services (AWS), Hadoop, Cloudera, Hive, Yarn, MS office, MS word, PowerPoint.

INTERNSHIP PROJECTS

- Hands on EC2, S3, RDS.
- Create S3 buckets and also managing policies for S3 buckets.
- Hands on IAM policies.
- Create snapshots and amazon machine images (AMIs) of the instances for backup and creating clone instances.
- Knowledge of services like DNS, DHCP, NFS, Apache web server, SSH, HTTP.
- Installing, configuring and management of Linux Server.
- Good troubleshooting and analytical skills.
- Installation and up gradation of OS, Kernel and additional packages using RPM and YUM

EXPERIENCE

Data Analyst Intern

Skill Development Hub

Feb 2025 - May 2025

- Assisted Analysed and managed datasets to streamline reporting tasks and increase team efficiency.
- Developed reports and dashboards using Microsoft Excel and Power BI to visualize project performance.
- Conducted exploratory data analysis (EDA) to identify patterns and provided actionable insights.
- Presented analytical findings to stakeholders, improving data-driven decision-making.

IntouchCX

01 Nov 2023 - 01 Sep 2025

Sr E Support Officer

- First level of responder to clients infrastructure issues and alerts, tickets and queries.
- Ensure in time response to clients, tickets and queries within agreed upon SLA.
- Good understanding of basic cloud concepts.
- Basic to intermediate level knowledge of Shell/ Bash scripting.
- Track issues through resolution.
- Build and maintain strong relationships with customers.
- Escalate issues to the next level as needed.

- Basic understanding of network concepts
- Excellent communication skills including prior client-facing experience.
- Problem solver, capable to identify and resolve issues, being able to see the big picture.
- Knowledge of storage technologies and protocols(RAID,NFS).
- Listen to customer concerns to determine the source and various components of the issues.
- Collaborate with team members on problem identification, analysis and resolution.
- Work with management and team to inform them of customer issues requiring special attention.
- Ability to work successfully with customers to provide problem resolution and complete required documentation.
- Ability and hunger to learn new technologies quickly

Knoah solutions pvt ltd

01 Dec 2021- 01 Mar2022

E support officer

- First level of responder to clients infrastructure issues and alerts, tickets and queries.
- Ensure in time response to clients, tickets and queries within agreed upon SLA.
- Escalate issues to the next level as needed.
- Prioritize and manage several open issues at one time.
- Build and maintain strong relationships with customers.
- Excellent communication skills including prior client-facing experience.
- Problem solver, capable to identify and resolve issues, being able to see the big picture.

Quess Corp Limited

28 Oct 2020- 04 Oct 2021

Document Executive

- Collect required documents from customers in a timely and accurate manner.
- Verify the completeness and authenticity of collected documents.
- Maintain proper records and update internal systems.
- Assist the sales team in promoting and upselling additional services or products.
- Follow up with customers for missing or pending documents.
- Ensure all documents are handled with confidentiality and care.

PROJECTS:

Crime Rate Prediction

- Developed a predictive analytics model that leveraged machine learning techniques, attained an 85% model accuracy rate, and assisted in law enforcement resource optimization through facilitated strategic resource planning.

Credit Card Financial Dashboard Using Power BI

- Created a dynamic dashboard that utilizes transactional and customer data sourced from SQL databases to deliver real-time analytical insights.

EDUCATION

Course	Name of the institution	Board / University	Year	Marks obtained (%)
Bachelor of Engineering (CIVIL)	Deccan college of Engineering & Technology	Osmania University, Hyderabad.	2019	62.88%
Intermediate	M.S junior college	Board of Intermediate Education, Andhra Pradesh.	2015	87.3%
High School	Safdar Nagar High School	Board of Secondary Education, Andhra Pradesh.	2013	85%

PERSONAL PROFILE

- ♦ Date of Birth : 07-03-1996
- ♦ Marital Status : Single
- ♦ Nationality : Indian
- ♦ Known Languages : English, hindi, Telugu, urdu

DECLARATION

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Date : -

Place :-

SHEIKH ISMAIL