

# Abhishek Kothwal

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Data Analyst with 3+ years of experience improving customer engagement, turning complex data into actionable insights.  
Key achievement: improved business growth using critical analysis to keep a 4.5 star on 5-point customer satisfaction scale.

## PROFESSIONAL EXPERIENCE

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### 1. Tech Mahindra, Pune, India.

Aug 2021 - Present

#### • Data Analyst

Customer Data Handling Obligation Project: (Data Governance)

1. Converting small manual tasks into Automation with the help of Python and its libraries. For example, comparing two excel files manually is a time-consuming task, instead of that a code in Python will do this comparison and it will generate the output result of comparison. And it will create a Summary out of it.
2. Proof of Concept (POC) on iManage RAVN 4.0 tool: Training the AI tool with CDHO example clauses for various categories, later running that tool against the contractual documents and extracting the result, and validation whether tool can extract expected output.
3. Manually extracting the Customer Data Handling related obligations from contractual documents for around one hundred Customers and categorizing it into various categories.
4. Checking whether the CDHO obligations has any Third party, Location or Cloud Restriction or not.
5. Creating a Data Visualization Report/Dashboard to understand complex data to help people to see, interact with, and better understand data by using Qlik View.
6. Validating the output data (Extracted result) from an AI tool, whether AI tool extracted the correct CDHO clauses or not. Whether mapped under correct category or not by using Python Programming in VS code.

### 2. CloudEdge, Pune, India.

May 2021 - Aug 2021

#### • Software Intern

1. Bought knowledge in software engineering processes and industry-best practices.
2. Found issues and implemented effective solutions.

## EDUCATION

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### 1. Savitribai Phule Pune University, Pune, India

Aug 2016 - May 2020

**Bachelor of Engineering.**

Branch: Electronics and Telecommunication.

### 2. Sanjivani Sainiki School & Junior College, Kopergaon.

Jun 2015 - May 2016

**HSC.**

Branch: Science.

## SKILLS & OTHER

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**Skills:** C Programming, SQL, Data Visualization, Dashboard Creation, Python Programming, PL/SQL, Data Analysis.

**Tools:** Microsoft Excel, Oracle SQL Developer, Visual Studio Code, Pentaho, Qlik View, Code Whisperer, Tableau, PowerBI.

**Case Study:** Comparing Two or more CSV or Excel or PDF files with the help of Python Script.