

Lohithaksha M

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PROFESSIONAL SUMMARY

Enthusiastic about problem-solving and data-driven decision-making, leveraging tools like Excel, SQL, and Power BI to optimize processes. Proficient in data analysis and database management, with a strong ability to transform raw data into actionable insights. Eager to apply technical expertise and analytical skills in a dynamic team, driving impactful outcomes and contributing to organizational success.

EDUCATION

Bachelor of Science (Data Science & Artificial Intelligence) UOM (Affiliated)	2021 - 2025 Grade: 7.8/10.0
Intermediate (Class XII) Govt Maharajas PU College	2018 - 2021 Grade: 70.83%
Matriculation (Class X) Sunanda High School	2008 - 2018 Grade: 75.55%

INTERNSHIPS

Assistant Robotic Intern Think Beyond	April 2024 - October 2024 Mysore
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Supported the development of IoT-based projects and final-year academic projects for various colleges, and assisted in designing and implementing IoT solutions for real-world applications.

Provided technical guidance and collaborated with students and teams of several colleges that ensured project success around **85%**.

Conducted testing and troubleshooting of **IoT devices** and systems, thus documented project details and outcomes for reference and knowledge sharing.

PROJECTS

IPL RCB Strategy,	January 2025
Evaluated IPL players based on key performance metrics such as batting average, strike rate, economy rate, and wickets. Utilized SQL queries to retrieve, clean, and preprocess IPL player data for analysis. Applied ranking functions and conditional filtering to identify undervalued players. Provided data-driven recommendations for optimal batting order and bowling combinations.	
IT Ticket Analysis,	November 2024
Conducted data analysis using Excel to assess IT agent performance and identify high and low performers. Utilized Pivot Tables, Charts, and Slicers to evaluate ticket resolution efficiency and detect bottlenecks. Analyzed employee satisfaction ratings and workload distribution through data visualization. Provided actionable insights for hiring, training, and resource allocation to enhance service quality. Recommended process optimizations to improve overall IT support efficiency. Identified workload imbalances and inefficiencies, supporting data-driven decisions for IT support improvements.	

Work Experience (Apprenticeship)	December 2025 - March 2026 Mysore
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Managed end-to-end customer lifecycles and optimized account workflows by leveraging enterprise CRM platforms to track user behavior and ensure strict data integrity. Resolved high-volume technical inquiries and complex troubleshooting escalations, consistently maintaining a **[95%]** customer satisfaction (CSAT) rating through empathetic problem-solving. .

SKILLS

Computer Languages: C++, Python, Machine Learning
Data Tools: Power BI
Software Packages: MySQL, Excel, Matplotlib, Pandas
Additional Courses: Data Structure
Soft Skills: Communication Skills, Decision-making
Others: Analytics, Spreadsheet, Microsoft Office