

Madhav Gupta

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I am seeking a position to acquire valuable experience and opening doors to exciting new opportunities. I have extensive internal and external communications abilities a positive attitude, and excellent problem-solving skills that would make me an asset to your staffing team.

Work Experience

MR SOFTWARES

NOV 2019 - Present

Software Support Executive

Key Skills - CRM, Voice Process Inbound.

Key Job Responsibilities:

Providing support to customers for the software products over voice calls as well as over remote desktop sharing software such as any-desk. Work closely with Management, Customers, QA, Design, Product Management, and Customer Support to maintain and enhance the existing product as well as to develop new products.

Education

Vikram University

JUN 2015 - 2018

Bachelor of Science in Computer Science

Future Vision College

IBS Global Academy

APR 2014 - 2015

IBS GLOBAL ACADEMY UJJAIN

Physics, Chemistry and Mathematics

Skills

Data Analysis

Excel Charts, Jupyter Notebook

Python and SQL

Manage datasets in a better way with Respect to Data Science.

Customer Support

Providing support to customers for the software products over voice calls.

Soft Skills

Written and Verbal communication skills, Interpersonal and Persuasion skills.

Projects

APR - 2021 - Present

Amazon Fine Food Review

Given a review, determine whether the review is positive (Rating of 4 or 5) or negative (Rating of 1 or 2).

First, the data is cleaned and preprocessed using standard NLP techniques such as tokenization, stemming, stop-words removal, etc.

1) The first approach used is the traditional Bag-of-Words (BOW) approach using Tfidf and Count Vectorizer in scikit. In this case, the word level tfidf vectorizer.

2) In the second approach, I used the Google Word2Vec word integrations of the Gensim library.

Applied AI

Cognitive Classes

Info Guru

Courses and Certifications

Applied Machine Learning Course

Mentors help the candidates build a portfolio for the real-world projects they have worked on, which will be customized according to their current profile.

Python for Data Science

A course on [cognitiveclass.ai](https://courses.cognitiveclass.ai) - Python for data science

<https://courses.cognitiveclass.ai/certificates/20a257b1da0948ca8f78616810f62332>

Info Guru

Computer Hardware and Networking, CCNA from Info Guru.

4 month's training from Info Guru on Certified Hardware and Networking Professional.

FROM MRSOFTWARES

Work References

Sakina Kansarawala - Senior Sales Executive

Mobile Number - +918319170176, Email - sakina.kansarawala@mrsoftwares.in

Aaditya Goenka - Marketing Head

Mobile Number - +919630192760, Email - aaditya.goenka@mrsoftwares.in

Declaration

I hereby declare that all the information mentioned in my resume is true and correct to my knowledge and I take full responsibility for the accuracy of the particulars mentioned.