

ANSHUMAN KAR

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SKILLS

Programming Language: Python, R, and SQL

Databases: PostgreSQL, MySQL, MongoDB, Oracle, SQL Server

Cloud Technologies: MS Azure, Amazon Web Services, Google Cloud Platform

CI/CD Tools: Azure DevOps, GitHub Actions

Operating Systems: Windows, Linux, MacOS

Project Management: Agile, Scrum, Waterfall, Kanban, JIRA

Dashboards: Tableau/Looker

Soft Skills: Communication, Problem-Solving, Analytical Thinking, Time Management, Writing, Attention to Details, Emotional Intelligence

CERTIFICATIONS

[Google's "Google Data Analytics"](#) | [Atlassian Agile Project Management Professional Certificate](#) | [Power BI Essential Training](#) | [Microsoft Certified: Career Essentials in Data Analysis](#)

PROJECTS

Data-Driven Customer Segmentation Dashboard for Banking

https://public.tableau.com/app/profile/anshuman.kar/viz/Dashboard_bestbank/Dashboard1

Time Series Forecasting of Stock Prices with Prophet (Python)

https://colab.research.google.com/drive/1y6_NOKAmrW5OT8GbOUtkfPC4fESXL8hn?usp=sharing

[Code](#)

Machine learning for property valuation (an ensemble model trained on ~42k property descriptions for the UK housing market)

[FastAPI web application](#)

[Code](#)

Student Records Data Warehouse Implementation Using HBase and Hadoop

<https://drive.google.com/file/d/1DAXnu5vLyrZ2aYmp8AZreDot30qVtPHu/view?usp=sharing>

EDUCATION

University of Greenwich -- BSc (Hons) Computer Science, Data Science (Graduated with **First Class Honours**)

Sept. 2021 – Aug. 2025

Course works: Algorithms and Data Structures, Advanced Algorithms and Data Structures, Information Visualization and Big Data,

Statistical Techniques and Time Series, Statistical Techniques with R, Computational Methods and Numerical Techniques, Machine Learning

WORK EXPERIENCE

Deliveroo (DoorDash)

Dec. 2025 – Present

Team Leader | Full-time | London, UK

- Coordinate daily operations, achieving 98% SLA compliance and reducing fulfilment errors by 20%.
- Analyse KPIs to improve workflows, cutting operational delays by 25%.
- Lead a team of 15 high-performing associates, driving operational excellence in a fast-paced environment.

University of Greenwich

Oct. 2025 – Dec.2025

IT Service Desk Analyst | Full-time | London, UK

- Helped reset passwords, unlock accounts, and resolve common access issues for staff and students.
- Utilised ticketing systems to **log**, **track**, and **resolve** service requests and incidents
- Managed **Active Directory (AD)** and **M365** environments, handling user provisioning, access controls, mailbox setup, and Outlook support per **ITIL Access and Incident** Management practices.
- Collaborated with cross-functional teams to escalate and resolve complex technical problems, leveraging log file analysis, system monitoring tools, and user data patterns.
- Participated in **IT asset tracking** and **lifecycle management**, leveraging **inventory data** to support procurement decisions.
- Delivered **1st line** of technical support for end-users, resolving an average of **40+** tickets daily through data-driven prioritisation and SLA compliance monitoring.
- Trained and mentored 8 IT Service Desk Analysts using performance data and support scenarios to improve technical troubleshooting and customer service outcomes.

IT Support Analyst | London, UK

Oct. 2023 – Sept. 2025
(2 years)

- Worked at the front desk in the School of Computing and Mathematical Sciences; first point of contact for staff and students regarding technical incidents, service requests, and print requests.
- Worked closely with Line Manager for multiple system upgradation projects to help enhance learning experience for students.

Oracle Corporation

Oct. 2024 – Mar. 2025

Mentee, Oracle Mentoring Program | London, UK

(6 months)

- participated in a formal mentorship program for **professional development**.