

# Chandan Lakhanpal

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## Education

DEGREE - BBA | 2021-2024 | GURU NANAK DEV UNIVERSITY

- Major: Business management and administration
- Minor: Business analytics
- Related coursework: Business Law

## Skills & Abilities

LANGUAGES: PYTHON, A LITTLE BIT OF HTML

FRAMEWORKS: PANDAS, NUMPY, DATAFRAMES, MATPLOTLIB, SEABORN

TOOLS: EXCEL, POWERPOINT, MS WORD

PLATFORMS: VISUAL STUDIO PRO, GOOGLE COLAB

SOFT SKILLS: EXCELLENT COMMUNICATION, ADAPTABILITY, CREATIVITY, TEAMWORK, CONFLICT RESOLUTION

## Experience

CUSTOMER SERVICE EXECUTIVE | COMPANY- BAY AREA IMPEX | DATE APRIL - MAY 2024

- Managed customer interactions across multiple channels, including phone calls, WhatsApp, and emails, ensuring prompt and effective resolution of inquiries and issues.
- Handled data entry tasks with precision and maintained accurate records to support customer operations.
- Delivered exceptional service by addressing customer concerns and providing solutions to enhance satisfaction and loyalty.

## Project

PYTHON DEVELOPER (AUDIO-TO-TEXT CONVERTER)

- Developed a Python-based application to convert 60-second video audio into text using speech recognition libraries.

- Utilized libraries like `speech_recognition` and `pydub` for audio processing and transcription.
- Processed audio files from videos, ensuring accurate transcription of spoken content into text format.
- Enhanced user accessibility by providing a tool for quick and reliable audio-to-text conversion.
- Focused on clean code, efficiency, and error handling to improve performance.

## Certificates

**GOOGLE ANALYTICS CERTIFICATION | [LINK](#) (ISSUED BY GOOGLE ON FEB 29,2024)**

- Certified in Google Analytics for tracking, analyzing, and reporting website performance metrics.

**DATA SCIENCE AND ANALYTICS COURSE | (ISSUED BY DAV COLLEGE , JALANDHAR ON 14 NOV,2024)  
(DURATION FROM AUG - NOV)**

- Data Science: Trained in data analysis, machine learning, data visualization, and Python programming through a comprehensive course at DAV College.

**CERTIFICATE OF RECOGNITION | [LINK](#) (ISSUED BY INDIAN GOVERNMENT ON 1 JAN 2024) •**

Contribution to community development

**CERTIFICATE OF PARTICIPATION | [LINK](#) (ISSUED BY INDIAN GOVERNMENT ON 13 SEPT 2024)**

- Participated in the Chandrayaan-3 Maha Quiz, demonstrating a keen interest in space exploration and scientific advancements.

