

Akshat Pande

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LINKS

[Portfolio](#), [GitHub](#), [LinkedIn](#)

PROFILE

Dynamic professional with over four years of experience in customer service and technology-driven solutions, excelling in fast-paced and innovative environments. Demonstrated expertise in blockchain development and customer satisfaction strategies, leading to significant operational efficiencies and enhanced user engagement. Proficient in streamlining processes and employing strategic thinking to drive performance improvements. Adept at fostering positive relationships and enhancing community satisfaction through effective communication and problem-solving skills. Passionate about leveraging technology to address global challenges, particularly in climate-conscious initiatives.

EMPLOYMENT HISTORY

Nov 2023 — Present	Night Receptionist * Full-time, Sloane Square Hotel	London
	<ul style="list-style-type: none">Conducted nightly financial audits with 100% accuracy, reconciling transaction records to maintain compliance.Streamlined front desk operations, reducing processing time for guest check-ins by 25%.Developed and implemented customer service strategies, achieving a 15% increase in guest satisfaction scores.	
Aug 2022 — Present	Head of Development, DualChain	
	<ul style="list-style-type: none">Spearheaded the development of a carbon-negative blockchain exchange, addressing global challenges such as famine and climate change.Directed the strategic design and implementation of climate-conscious blockchain solutions, increasing operational efficiency by 15%.Designed and deployed decentralized platforms using Web3 technologies, driving adoption among climate-conscious users in the crypto-finance sector.	
Aug 2023 — Nov 2023	Senior Customer Service Advisor, Homes for Students	London
	<ul style="list-style-type: none">Streamlined cross-functional communications, reducing delays by 20% through the implementation of process and operation refinement.Oversaw financial operations, student allocation, and contractor coordination, improving team efficiency and resource utilization.Proactively addressed student concerns, enhancing community satisfaction and increasing positive reviews by 10%.	

EDUCATION

Sep 2021 — Sep 2022	MS in Financial Technology with Data Science, University of Bristol	Bristol
	<ul style="list-style-type: none">Focused on blockchain development, machine learning, and advanced data analytics.Wrote research papers on robotic trading systems and blockchain challenges in authentication	
Jan 2017 — Dec 2021	B.Tech in Computer Science & Engineering, Amity University	
	<ul style="list-style-type: none">Gained expertise in computer science principles, specializing in blockchain and AI research.	

SKILLS

Critical thinking and problem solving	Scalability
Creativity	Machine Learning
Leadership Skills	Matplotlib
Decision Making	Recommender Systems
Effective Time Management	Stakeholder Management
Time Management	Research Skills
Microsoft Office	Decision Making Skills

Blockchain	Amazon Web Services
Web3.js	Cloud Computing
Strategic Thinking	Full Stack Development
Customer Service	MongoDB
Auditing Skills	NumPy
Customer Satisfaction	Pandas
Social Media	Web Development
Artificial Intelligence	Data Analysis
Algorithmic Trading	Data Visualization
Resource Utilization	Tableau (Software)
NLTK (NLP Analysis)	Accounting
PostgreSQL	Digital Marketing
Python (Programming Language)	Customer Relationship Management
Sentiment Analysis	Adaptability
Flask (Web Framework)	Analytical Thinking
Innovation	Leadership

LANGUAGES	English	Native speaker	Hindi	Native speaker
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COURSES	
Jun 2023 — Jul 2023	Data Engineering Foundation, LinkedIn
Oct 2021 — Dec 2021	AWS Academy Cloud Foundations, Amazon Web Service (AWS)
Mar 2021 — Jul 2021	Social Network, NPTEL
Jan 2025 — Feb 2025	Market Concepts, Bloomberg
Feb 2025 — Present	Finance Fundamentals, Bloomberg
Jan 2025 — Present	Environmental Social Governance, Bloomberg
Aug 2024 — Sep 2024	AI Essentials, Google (Coursera)
Jun 2023 — Jul 2023	Data Analytics Professional Certificate, Google (Coursera)