

# Mit Dahime

+44 7887 170805 • mhdahime@gmail.com • linkedin.com/in/mhdahime

---

## Professional Summary

Aspiring AI/ML Engineer and current MSc Artificial Intelligence student with a strong foundation in Python, Machine Learning frameworks, and Data Engineering. Experienced in leveraging SQL for complex data extraction and performing Root Cause Analysis to optimize system performance. Passionate about designing, developing, and deploying scalable AI-driven solutions and translating complex datasets into actionable business insights.

## Key Skills

- **Machine Learning:** Supervised/Unsupervised Learning, Neural Networks, Deep Learning, and Computer Vision
- **Frameworks & Libraries:** Python (Pandas, Scikit-learn), TensorFlow/PyTorch (Academic), Matplotlib, Seaborn.
- **Data Handling:** SQL, Database Management, Data Preprocessing, and Feature Engineering.
- **AI & Machine Learning:** Supervised/Unsupervised learning, Neural Networks, and Generative AI.
- **Cloud & Platforms:** Familiarity with AWS (Agentic AI) and Google AI Studio.
- **Tools:** JIRA, Slack, Power BI, Excel.

## Education

- **MSc Artificial Intelligence with Industry Placement** | University of East London | **May 2025 – Present**
- **BCA - Bachelor of Computer Application** | Sardar Patel University, India | **June 2008 – March 2014**

## Work Experience

### **Senior Associate - Payment Operations** | Teachmint Technologies | **Jan 2022 – May 2025**

- **Data Extraction & Analysis:** Utilized SQL to extract data from primary sources and conducted Root Cause Analysis (RCA) to identify and resolve operational bottlenecks. Conducted root cause analysis (RCA) using SQL.
- **System Optimization:** Implemented Zendesk strategies that improved productivity by 50%, ensuring high data accuracy in client reporting
- **Reporting:** Prepared detailed reports for management on payment trends and client onboarding metrics.

### **BDE cum Implementation Engineer** | Hexagon Innovations | **Feb 2020 – Dec 2021**

- **Data Modeling:** Assisted in the implementation of SaaS ERP systems, focusing on data segmentation and customer retention strategies.
- **Collaboration:** Partnered with product teams to refine data collection techniques during client onboarding.

### **Senior Business Development Manager** | REEDOS Software Solutions | **March 2019 – Jan 2020**

- **Technical Presentation:** Conducted product demos and client meetings, effectively communicating technical value to stakeholders.
- **Technical Support:** Provided first-level technical support, assisting in the identification of software patterns and user requirements.

#### **Technical Support | Accord Fintech | June 2014 – March 2019**

- **Problem Solving:** Provided technical resolutions for financial data platforms, maintaining high levels of data integrity and client satisfaction.

#### **Other Experience**

##### **Receptionist | LCY Hotel, London | May 2025 – Present**

- **Operations & Communication:** Managing guest relations and administrative tasks while maintaining professional standards in a high-pressure environment.
- **Documentation:** Ensuring accuracy in guest data entry and managing local administrative requirements.

#### **Certifications**

##### **Data Analytics & Engineering**

- Power BI Data Analytics for All Levels – Codebasics
- Big Data Hadoop Architect – Intellipaat
- Excel & Data Analytics Professional – Codebasics
- SQL and Database Management Specialist

##### **Artificial Intelligence & Machine Learning**

- MATLAB Professional Suite: Computer Vision, Deep Learning, Image Processing, and Machine Learning
- Google AI Foundations: Navigate the Landscape, AI-Powered Prototypes in Google AI Studio, and Beyond the Chatbot
- AWS Generative AI: Introduction to Generative AI (Art of the Possible) and Agentic AI on AWS

##### **Technical Skills & Collaboration Tools**

- Data Analysis Tools: SQL, Python (Pandas), Excel, Power BI
- Collaboration: JIRA, Slack

#### **Languages**

- **English** (Professional working proficiency)
- **Gujarati, Hindi, Marwari** (Native or bilingual proficiency)

#### **Achievements**

- **Client Retention:** Managed renewals contributing to an 85% retention rate.
- **Service Improvement:** Increased customer satisfaction by 20% through proactive account reviews.
- **Sales Growth:** Implemented data-driven cross-selling strategies resulting in a 15% increase in quarterly sales.

#### **Hobbies & Interests**

Technology & Innovation | Content Creation | Event Management | Exploring New AI tools