

Jovan Surya

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PROFILE

Customer Insights Analyst at a legal analytics SaaS company, combining client-facing work with data analysis. I support pre-sales and post-sales teams with usage data, tailored reporting and client training, and I build AI agents, automation workflows, and machine learning solutions in Python, SQL, MongoDB, and n8n.

WORK EXPERIENCE

Solomonic | Customer Insights Analyst Apr 2025 - Present

- Built AI agents and automation workflows for reporting, web scraping, document summarisation and email classification.
- Led end-to-end data projects, from gathering requirements and conducting analysis to presenting insights and recommendations to clients.
- Developed an automated usage statistics reporting system, saving up to 4 hours of team capacity per week. The insights supported account managers in driving renewals and gave Sales data to convert trial users into long-term clients, contributing to 27% YoY growth in the client base.
- Built dashboards to track account engagement and user queries, enabling account managers to track engagement against company KPIs and helping the Customer team reduce average response time by 53% YoY.
- Segmented customers using K-Means and agglomerative hierarchical clustering, applying feature scaling, transformation and engineering.

Solomonic | Customer Success Associate Jul 2024 - Apr 2025

- Managed accounts, built strong client relationships, provided personalised solutions and ensured renewals.
- Hosted training sessions to educate clients on product functionality and explore relevant use cases, so that users gained maximum value from the product.
- Monitored customer usage and feedback and identified improvements to enhance user experience and reduce churn.

AI/ML PROJECTS

- Collision parts demand forecasting for a British multinational automotive company - [GitHub](#)
- Topic modelling and analysis of customer reviews from an international gym chain - [GitHub](#)
- Ship engine anomaly detection using unsupervised machine learning - [GitHub](#)
- Student dropout risk prediction using supervised machine learning - [GitHub](#)
- Time-series modelling for book sales demand forecasting - [GitHub](#)
- Customer segmentation using clustering and unsupervised machine learning - [GitHub](#)

SKILLS

Core: Python (Pandas, NumPy, Scikit-Learn, SciPy, Matplotlib, Seaborn, TensorFlow, Keras), SQL, MongoDB, Excel

Visualisation: Tableau, Power BI, Looker

Customer & Product Analytics: A/B Testing, Hypothesis Testing, CLTV, Cohort Analysis, Funnel Analysis, Conversion Optimisation, User Path Sankey, Upsell Analysis, Customer Clustering, Customer Health Score, Usage Statistics

Machine Learning: Feature Engineering; Supervised (Linear and Logistic Regression, Random Forest, XGBoost, Neural Networks); Unsupervised (K-Means, Hierarchical Clustering, Isolation Forest, One-Class SVM); NLP; ARIMA family

EDUCATION

University of Cambridge | Career Accelerator, Data Science with Machine Learning & AI Nov 2025 - Aug 2026
Grade: Pass

University of Westminster | MSc, International Business and Management Sep 2022 - Sep 2023
Grade: Distinction

Tunghai University | BBA, International Business Administration Sep 2018 - Jul 2022
GPA: 2:1

CERTIFICATIONS

SQL for Data Science, UC Davis (PTHJ3B7C8Y8C)

Data Analysis with Tableau, Tableau (V8YCHWDED8TO)

Python for Data Science and AI, IBM - [Credential](#)

Data Analysis with Python, IBM - [Credential](#)

Python for Data Analysis: Pandas and NumPy, Coursera (40S2QBH0HIOH)