

CAREER SUMMARY

Senior Data Specialist • Data Engineer • Business Intelligence Consultant

• Machine Learning Engineer

- A Proven professional with 9 years of experience in Data Engineering, Data Warehousing and Analytics, and in delivering projects on a timely basis.
 - An Energizing, culture-focused professional committed to delivering results in the area of Data Science and Engineering, Analytics and in Building data pipelines, Machine learning models and data visualization.
 - Skilled at mentoring junior candidates with respect to code quality, code maintenance, deployment and in other aspects of Data Analytics and Engineering.
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AREAS OF EXPERTISE

- **Programming** – Python, R, JavaScript, HTML
 - **CI/CD** – Jenkins, Autosys, RLM, Git, GitHub, Bit Bucket
 - **Databases** – SQL(Oracle, Teradata, Microsoft, Postgres), MongoDB
 - **Big Data** (Spark, Hadoop, Hive, Sqoop, Kafka)
 - **BI & Data Visualization** – Tableau, PowerBI
 - **Cloud** – AWS, GCP
 - **OS** – Linux, Windows
 - **Containers** – Docker, Kubernetes
 - **Web Analytics** – Google Analytics
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PROFESSIONAL EXPERIENCE

LTI, Bengaluru

09/2019 – Present

SENIOR DATA SPECIALIST

Was brought in as a Data Specialist to build Machine Learning solutions for clients in the Banking Space. Promoted to Senior position after building a solution that solved a major pain for the operations team with respect to customer service data.

- **Reduced the amount of time spent by 50%**, by product owners and business unit heads in trying to categorize incoming incidents through Service Now.
- **Seamlessly integrated a Sentiment Classifier** into the ticket classifier to help product owners with the customer satisfaction results and thereby allocate resources to teams based on the results.
- **Built an automated Email Notification system** in Python that notifies clients and product owners upon completion of Data Ingestion and Categorization.

DETAILS

- The Major requirement is to analyze customer ticket volumes coming in for various Business units / Product owners across the CITIBANK operations team. The categorization is done by an ML model. My responsibilities also include building dashboards, data lakes that power the front-end reporting

which is based of the ML model results, as well as data strategy to help reduce volume inflow, along with building other adhoc solutions that support the ML System.

- **Data Source** – Service Now and Oracle Database.
- **Tech stack** – Tableau, Oracle SQL, Unix, Python, Spark, Jenkins, Bit Bucket.

CDM SMITH, Chennai

05/2018 – 08/2019

ANALYTICS CONSULTANT

Was recruited to be a part of Offshore Analytics team, to kick-off Analytics practice and to support the various verticals of CDM SMITH.

- **Created a ML solution that drastically** reduced the marketing teams expense by \$120,000.
- **Kicked-off the Offshore Deep-learning project for Highways vertical**, to identify various vehicles in a traffic feed.
- **Built a statistical solution for the networking team** to help identify the optimal storage platform between AWS and Azure.

DETAILS

Opportunity Prediction Model - Created a predictive model that would help in identifying the winnable opportunities/projects to bid for. This resulted in saving approximately \$120,000 in expenses towards pursuing the project. The current model in production was built using Python and the classifier is a Hard voting Ensemble using XGBOOST and Random Forest. It was deployed in the Salesforce platform.

Video Analytics – Worked on creating a deep-learning-based application to identify vehicles in a traffic video feed. The use case was to efficiently monitor and maintain highway tolls in the United States. Tools and frameworks used were Python(Tensorflow/Keras) with Opencv, and Microsoft Azure Custom Vision. The initial model was based on YOLO pre-trained convolution neural network. The current model being used is using Microsoft’s Azure ML platform which uses pre-trained models under the hood and provides you with an API to get the predictions.

GROUPON, Chennai

07/2016 - 05/2018

Business Data Analyst

Prediction of Tickets Resolved (In-House): Predict the number of tickets that will be resolved by a customer service agent. This resulted in an efficient allocation of customer agents to various In-house teams. Methodologies- Statistical and Machine Learning Algorithms; Tools used – SQL, Python, Tableau.

Classification of Merchants: Classify/Segment merchants into categories. This Resulted in the Merchant engagement team using the categories to effectively come up with discounts for customers/merchants. Tools used – Hadoop- Hive, Sqoop to transfer data, SQL, Tableau and R. Used K-means Clustering to segment the merchants.

NLP/Customer Sentiment Analysis: The objective of this project was to extract the frequently asked questions asked by users on Groupon.com/customer_support and visualize them, particularly on the 'contact-us' channel and also query and extract reviews for coupons sold to understand the sentiments. Used NLTK, Spacy for text-preprocessing and built 3 ML classifiers – Logistic Regression, Naive-Bayes and SGDClassifier.

Amazon, Chennai

01/2014 – 07/2016

Senior Analyst

Was recruited into the Retail Business Vertical of Amazon to be a part of the Catalog team and promoted to senior analyst responsible for Building BI solutions and Automation.

As part of my responsibilities, I managed catalogs for Clients and Vendors and ensured the items were set up in the Catalog. Marketplace – Canada. Tools used – Python, VBA, Postgres, MS Access DB, HTML.

1. Was also involved in the creation of reports and dashboards using MS Excel as part of the metrics to sync up with the on-site retail team.
2. Worked extensively on automating the day-to-day work processes for different teams and marketplaces across the Retail Business Service vertical of amazon. Some of them include Internet crawlers and report-based automation.
3. Business Intelligence reports using Tableau to understand the patterns of vendor submissions, and prices of the products against each category and to report the same to the retail team on-site, using Oracle SQL and Tableau.

EDUCATION

Post Graduate in Analytics

Great Lakes Institute of Management Jun 2015 - Jun 2016

Bachelor's Degree in Computer Science

Hindustan University, Chennai Aug 2008 - Jun 2012

CERTIFICATIONS

Machine Learning

Coursera - Stanford 2020-07-24

Neural Networks and Deep Learning

Deeplearning.ai 2020-02-09