# **MOHAMMAD ADNAN**

## **Technical Skills**

Languages and Tools: Python, SQL, Power BI, Tableau

Advanced Skills: Machine Learning, Deep Learning, Natural Language Processing, Data Analysis, Web Development

### **Projects**

### **British Airways Customer Review Sentiment Analysis (View)**

Nov 2024 - Dec 2024

- → Developed and implemented a sentiment analysis pipeline on **900+ British Airways reviews** scraped from <u>Skytrax</u> using Python libraries such as Beautiful Soup, pandas, and NLTK.
- → Utilized VADER sentiment analysis to derive sentiments, categorizing them as positive, negative, or neutral, and identified that 46% of reviews had negative sentiment, with the average customer rating skewed toward 4/10, indicating dissatisfaction with pricing, customer service, and delays.
- → Visualized key themes using word clouds and n-gram analysis, revealing pain points, alongside its strengths and providing strategic recommendations for improvement in pricing transparency, customer service, and service reliability.

Hybrid GCN & XGBoost Taxi Fare Prediction and GA for Vehicle Allocation (View)

Jun 2024 - Nov 2024

- → Addressed challenges in **fare estimation** and vehicle allocation caused by weather and **dynamic spatial-temporal demand patterns** in the e-hailing industry in NYC.
- → Developed and deployed a hybrid model integrating **Graph Convolutional Networks (GCN)** for spatial analysis, **XGBoost** for regression, and **Genetic Algorithms** for optimizing vehicle allocation.
- → Enhanced fare prediction accuracy (RMSE: 2.13, MAE: 0.56), improved resource distribution, and maximized revenue in high-demand zones. Deployed a Streamlit web app for real-time predictions and interactive decision-making.

# LendingClub Loan Prediction Using Deep Neural Networks (View)

Aug 2024 - Oct 2024

- → Designed and implemented a Deep Neural Network (DNN) model using tensorflow for loan default classification, achieving **98.17% accuracy** and an **F1-score of 0.98** on the <u>LendingClub dataset</u>.
- → Addressed class imbalance using SMOTE & hyperparameter tuning improving min class recall (loan defaults) to 92%.
- → Outperformed traditional models by identifying complex patterns in large datasets, enabling smarter and more accurate lending decisions.

### **Certificates & Achievements**

BCG X Data Science Job Simulation on Forage | Data Analysis, Hypothesis Testing, ML, FE

December 2024

- → Conducted **customer churn analysis** using Python, identifying consumption patterns as the strongest churn driver over price sensitivity. **Hypothesis testing** revealed no significant relationship between price changes and churn.
- → Optimized a Random Forest model with 99% accuracy, achieving precision, recall, and F1-score of 0.97 in predicting customer churn, and delivered actionable insights for informed decision-making based on the analysis.

### **Introduction to Data Science by Cisco Networking** | Data Analytics, Machine Learning

December 2024

- → Earned Cisco's certification, focusing on data analytics principles, challenges, and opportunities.
- → Developed a strong understanding of the role of data in **Al** and **Machine Learning**, along with career pathways in Data Science and Data Analytics.

#### Education

Asia Pacific University of Technology & Innovation

Oct 2023 - Nov 2024

Master of Science in Data Science and Business Analytics

Kuala Lumpur, Malaysia