

# Jessica Claire

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## Experience

04/XXX0 to Current **Sr. Engagement Manager, Data Science Leader**

**Domino's Pizza** – Redwater, TX

- Set up, Scaled and Led analytics consulting engagements helping clients drive profitable business growth through Data Science enabled business strategies.
- Worked with clients senior leadership to identify and define business problems; and created innovative AI/ML solutions to tackle them.
- Collaborated cross functionally for effective deployment and optimum value realization.
- Managed all facets of the client engagements (portfolio size \$5MM+) including business growth, budgeting, contracting, staffing & recruiting, customer and employee satisfactions etc.
- Built, led and mentored analytics teams of varying sizes (5-35 FTEs).
- Advised and worked with leading Mobile Trade-in & Upgrade Player, Retail Banks, Credit Card Issuers, Property & Casualty Insurers across US, UK, EU, Asia & LatAm.
- Achieved \$15MM + reduction in legal expenses leveraging data science for (a) early prediction of settlement failure (b) Optimizing legal counsel assignment (c) devising post-lit strategy based on outcome prediction across multiple LoBs for a top 10 P&C carrier in US.
- Influenced internal and external data strategy of claims organization to ensure readiness for advance analytics driven modernized claim settlement process for the insurer.
- Formulated and productionalized buying and selling strategy for used mobile phones using combination of predictive and prescriptive analytics methodologies leveraging internal & external data to maximize profitability while maintaining objectivity, inventory velocity and supply chain sustainability (Patent Pending).
- Built data collection & retention strategies; and introduced Machine Learning Models for 5 years prediction of mobile phone prices (1000+ variants) in secondary market in more than 6 countries impacting topline of \$500MM+ (Patent Pending).
- Established analytics practices influencing key business decisions (pricing, risk assessment, new deal structure etc) in 10+ client footprint countries and led the transformation to an "Analytics Enabled Trade in & Upgrade Business" for the \$800MM+ LoB.
- Enhanced returns on marketing dollars using behaviour models/segmentations to predict next best banking need and response models for target selection for Top 2 retail bank in Asia across 12+ South Asian countries.
- Minimized Personal Loan customer attrition by identifying early warning patterns and designing action plans to keep the customer engaged for the retail bank.
- Enabled informed decision making among marketing executives by integrating the use of informative and actionable dashboards for the retail bank.

06/2007 to 04/XXX0 **Assistant Manager**

**Oshkosh Corp.** – Appleton, India

- Owned the model management of 700+ models which included risk scorecards, fraud prediction models, application scorecards, authorization scores, collection scores etc.
- For various Citi Branded and Partnership Cards portfolio across the globe.
- Developed variety of credit risk models for CitiCards using different regression techniques.
- Maintained adherence to OCC guidelines and efficacies of the various models through validation, assessment, analysis of model performance and related events/business decisions and made recommendations on recalibrating/rebuilding/retiring a model.
- Presented and attained sign-off on results and recommendations from senior leadership including Global Chief Risk Officer of CitiCards every quarter.
- Enhanced productivity of Model Management Team by more than 30% by automating part of the process using SAS and Excel VBA.
- Built several statistical models designed to support CitiCards North America; model outputs were imperative in Acquisition, Credit Limit and Existing Customer Maintenance decisions for credit card customers.

05/2004 to 06/2004

**Intern**

**NATIONAL CHEMICAL LABORATORY** – City, India

- Artificial Neural Network Lab Developed and productized a Genetic Programming based model to find the right operating speed for optimum fuel consumption using real world data from one of the largest public transport systems in the world.

## Work History

04/XXX0 to Current **Sr. Engagement Manager, Data Science Leader**

**EXL SERVICE P. LTD** – Downingtown, PA

- Set up, Scaled and Led analytics consulting engagements helping clients drive profitable business growth through Data Science enabled business strategies.
- Worked with clients senior leadership to identify and define business problems; and created innovative AI/ML solutions to tackle them.
- Collaborated cross functionally for effective deployment and optimum value realization.
- Managed all facets of the client engagements (portfolio size \$5MM+) including business growth, budgeting, contracting, staffing & recruiting, customer and employee satisfactions etc.
- Built, led and mentored analytics teams of varying sizes (5-35 FTEs).
- Advised and worked with leading Mobile Trade-in & Upgrade Player, Retail Banks, Credit Card Issuers, Property & Casualty Insurers across US, UK, EU, Asia & LatAm.
- Achieved \$15MM + reduction in legal expenses leveraging data science for (a) early prediction of settlement failure (b) Optimizing legal counsel assignment (c) devising post-lit strategy based on outcome prediction across multiple LoBs for a top 10 P&C carrier in US.
- Influenced internal and external data strategy of claims organization to ensure readiness for advance analytics driven modernized claim settlement process for the insurer.
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06/2007 to 04/XXX0 **Assistant Manager**

**CITIGROUP GLOBAL SERVICES P. LTD** – Mumbai, India

- Owned the model management of 700+ models which included risk scorecards, fraud prediction models, application scorecards, authorization scores, collection scores etc.
- For various Citi Branded and Partnership Cards portfolio across the globe.
- Developed variety of credit risk models for CitiCards using different regression techniques.
- Maintained adherence to OCC guidelines and efficacies of the various models through validation, assessment, analysis of model performance and related events/business decisions and made recommendations on recalibrating/rebuilding/retiring a model.
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- Built several statistical models designed to support CitiCards North America; model outputs were imperative in Acquisition, Credit Limit and Existing Customer Maintenance decisions for credit card customers.

05/2004 to 06/2004

**Intern**

**NATIONAL CHEMICAL LABORATORY** – Pune, India

- Artificial Neural Network Lab Developed and productized a Genetic Programming based model to find the right operating speed for optimum fuel consumption using real world data from one of the largest public transport systems in the world.

## Education

2008

- Pune, India
- Post graduate thesis in "Detection and diagnosis of faults in Proton Exchange Membrane (PEM) Fuel Cells using Principle Component Analysis"

May 2007

**Master and Bachelor of Technology: Chemical Engineering**

**Indian Institute of Technology (IIT)** - Madras

- 5Million students appearing in the entrance examination (Commonly known as IIT-JEE)
- Awarded Merit-cum-Means Scholarship granting full tuition fee waiver for entire curriculum
- Co-authored a research paper on "Detection and diagnosis of faults in PEM fuel cells" presented in SSPCCIN

## Summary

Results driven Data Science Leader with demonstrated success leading several data science consulting engagements. Extensive experience in designing, developing and deploying innovative and actionable data science solutions to real world problems; partnering cross functionally and working with all levels of leaderships. 12+ years of hands on experience in data science across multiple industries; 9+ years in analytics consulting and 8+ years in leading and coaching team of data scientists. Credited with strong ability to identify opportunities, develop solution strategies and execute strategically planned projects. Expert knowledge of complex analytical techniques including predictive modeling, machine learning, NLP techniques, optimization techniques, classification algorithms, Bayesian networks, etc. Accomplished in taking data science solutions from concept to value realization.

## Highlights

- Predictive Modeling ü Genetic Algorithms ü SAS
- GLM (Regression Techniques) ü Random Forrest ü SQL
- Classification & Clustering ü Boosting Algorithms ü Python
- NLP Techniques ü Decision Trees ü R (Learning)
- Markov's Chain ü Dimensionality Reduction ü Tableau
- Support Vector Machines ü CNN (Learning) ü Excel/VBA
- AI, Research
- Banking, Retail
- Budgeting, Risk assessment
- Business strategies, Selling
- C, SAS
- Clustering, SQL
- Consulting, Staffing
- Credit, Strategy
- Credit risk, Supply chain
- Client, Tableau
- Clients, Phones
- Data collection, Phone
- Decision making, Upgrade
- Designing, Validation
- Diagnosis
- Excel VBA
- Excel/VBA
- Inventory
- Leadership
- Legal
- Machine Learning
- Marketing
- Market
- Exchange
- Modeling
- NLP
- Network
- Neural
- Next
- Predict
- Pricing
- Programming
- Python
- Recruiting

## Skills

- Predictive Modeling ü Genetic Algorithms ü SAS
- GLM (Regression Techniques) ü Random Forrest ü SQL
- Classification & Clustering ü Boosting Algorithms ü Python
- NLP Techniques ü Decision Trees ü R (Learning)
- Markov's Chain ü Dimensionality Reduction ü Tableau
- Support Vector Machines ü CNN (Learning) ü Excel/VBA,
- AI, banking, budgeting, business strategies, C, Clustering, consulting, Credit, credit risk, client, clients, data collection, decision making, designing, diagnosis, Excel VBA, Excel/VBA, inventory, leadership, legal, Machine Learning, marketing, market, Exchange, Modeling, NLP, Network, Neural, next, predict, pricing, Programming, Python, recruiting, research, Retail, risk assessment, selling, SAS, SQL, staffing, strategy, supply chain, Tableau, phones, phone, Upgrade, validation