ABHINAV DAMLE

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Apartment 10, Green park student accommodation, Dundalk A91E651.

PROFESSIONAL EXPERIENCE

ADAPT Centre
Data Scientist   **June 2023 – Feb 2024**

- Achieved a **20% enhancement** in chatbot reliability by introducing a GPT model.
- Applied NLP techniques (Sentiment Analysis, Text Classification, Summarization) to optimize text processing and content categorization, elevating chatbot interactions.
- Integrated GPT technology to improve chatbot responses and accuracy.
- Conducted a literature review to assess GPT model accuracy and biases, comparing it against Wikipedia data.
- Attained an additional **15% increase in user satisfaction** through the integration of the GPT model and advanced NLP techniques.

THREE IE   **Nov 2022 – June 2023**
Sales Advisor

- Taken the initiative to understand customers' needs and preferences, **recommending suitable products or services** that meet their requirements.
- Stayed **informed about Three's products**, services, and promotions, so I can effectively communicate their features and benefits to customers.
- I've **never missed KPIs**, consistently meeting **or exceeding performance targets** set by the company, such as sales targets, customer satisfaction metrics, and other key performance indicators.
- I employ effective closing techniques to finalize transactions, ensuring a successful sale and **customer satisfaction** while meeting or exceeding sales targets.

Edgate Technologies   **March 2020 - July 2022**
Data Analyst

- Analyzed procurement data to identify redundant suppliers, leading to renegotiation of contracts and an **estimated 15% reduction in procurement costs within the first year.**
- Prepared a robust data analysis using Excel and SQL, generating **30+ visualizations and reports** with PowerBI and Tableau to foster team collaboration and insights.
- Analyzed prototyping data rigorously, ensuring designs consistently surpassed industry benchmarks and norms, leading to a **10% improvement in product reliability and performance.**
- Utilized historical sales data and machine learning algorithms to forecast demand for key products, enabling proactive inventory management strategies and reducing instances of overstock and stockouts by 25%.
- Significantly bolstered overall system performance, resulting in a cumulative **35% increase in dependability and user trust.**

STRENGTHS AND EXPERTISE

SQL	Python	Data Modeling
ETL (Extract, Transform, Load)	Machine Learning	Data Mining
Power BI	Deep Learning	Tableau

EDUCATION

Dundalk Institute of Technologies   **September 2022-November 2023**
  Master's in Data Analytics

Dayanadsagar College   **July 2018-August 2022**
Bachelor's in Telecommunications

PROJECTS

Customer Churn Rate Analysis and Reduction:
Edgate Technologies:
- Carried out a personalized retention strategy, leading to a **remarkable 20% reduction in customer churn rates over six months.**
- **Improved customer satisfaction and loyalty by 15**% through the identification and addressing of key pain points, contributing to enhanced overall retention.
- Successfully prevented churn and increased Customer Lifetime Value (CLV) by 10%, showcasing a positive impact on long-term revenue

Streamlining Product Development:
Edgate Technologies:
- Orchestrated initiatives to optimize EdGate Technologies' product development process, yielding a significant 15% increase in overall efficiency.
- Collected and analyzed project data for valuable insights, contributing to a **20% improvement in data-driven decision-making.**
- Identified bottlenecks and areas for improvement in the development workflow, leading to a 25% reduction in project delays.
- **Built predictive models** for accurate project timelines and resource needs, **improving forecasting accuracy by 18%**

Portfolio - https://abhinav-damle.github.io/AbhinavDamle.github.io/