

# Abhishek Maurya

## ML Engineer | Data Engineer | Business Analyst

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### Professional Summary

**Data Enthusiast with 2+ years of experience in data engineering, analytics, and AI. Skilled in Python, SQL, and cloud platforms, with hands-on expertise in ETL pipelines, financial data analysis, and machine learning model development. Experienced in Generative AI, Retrieval-Augmented Generation (RAG), Agentic AI, and MLOps, with projects spanning NLP, computer vision, and large-scale AI systems. Adept at translating complex data into actionable business insights while ensuring compliance in financial services.**

### Technical Skills

**Programming & Query Languages:** Python, SQL (Postgres, MySQL, Snowflake), R, SAS, VBA, PySpark, SparkSQL, DAX

**Libraries & Frameworks:** Pandas, NumPy, Scikit-learn, TensorFlow, PyTorch, OpenCV, Matplotlib, Seaborn, XGBoost, LightGBM, HuggingFace Transformers, LangChain, MLflow

**Data Analytics & BI:** Predictive Modeling, Business Intelligence, Statistical Analysis, Data Wrangling, KPI Monitoring, Campaign Performance Tracking, Privacy & Data Anonymization, Power BI, Tableau, Sigma Computing, Excel (Advanced), Google Analytics

**Data Engineering & ETL:** Data Warehousing, ETL/ELT (dbt, Fivetran, Informatica), Data Pipelines, Data Modeling, Hadoop, Apache Spark, Databricks, Airflow, Kafka

**Cloud & DevOps:** AWS (S3, Lambda, Glue, Redshift, SageMaker), Azure, GCP, Docker, Kubernetes, Git/GitHub, CI/CD, Terraform

**AI, GenAI & MLOps:** Natural Language Processing (NLP), Large Language Models (LLMs), Generative AI, Retrieval-Augmented Generation (RAG), Agentic AI, Conversational AI, Model Deployment & Monitoring, Model Governance & Compliance, Responsible AI

**Soft Skills:** Stakeholder Management, Communication, Design Thinking, Critical Thinking, Problem Solving, Teamwork, Agile/Scrum, Project Management

### Professional Experience

#### **ML Engineer & Data Analyst Intern**

##### ***GlobalFaces Direct – Toronto, Canada | May 2023 – Present***

- Automated donor QA by replacing manual call review (OBDA & TPV) with Whisper + Snowflake AI/ML pipelines, cutting 60% of QA overhead and improving accuracy in donor validation.
- Developed Donor Decline and Campaign Success Prediction Models in Python/Scikit-learn, boosting retention strategy precision and improving campaign ROI tracking by 25%.
- Migrated reporting from Excel & Power BI → Snowflake & Sigma, creating dynamic KPI dashboards (churn, pacing, M1%, COA) that reduced reporting time by 70% and improved leadership decision-making.
- Automated churn analysis pipeline in Snowflake, analyzing 1.8M+ donor records to identify at-risk donors and optimize retention, contributing to a 15% uplift in donor retention.

#### **Data Engineer**

##### ***Avo Automation Pvt Ltd – Bengaluru, India | Jan 2023 – Dec 2023***

- Built scalable ETL pipelines with Apache Spark & SQL, streamlining ingestion and transformation of large datasets across multiple sources, improving processing speed by 35% and enabling reliable analytics.
- Developed data infrastructure with CI/CD, Docker, and Kubernetes, automating pipeline deployments and monitoring, which reduced downtime and improved data delivery efficiency for enterprise clients.

## Machine Learning Research Intern

**Chitkara University – Bangalore, India | Sept 2023 – Jan 2023**

- Designed and deployed MLOps pipelines using CI/CD, Docker, and Kubernetes, enabling seamless model training and automated deployments that improved research reproducibility.
- Researched and implemented computer vision (CNNs, OpenCV) and NLP (LLMs) techniques, building proof-of-concepts that demonstrated scalable AI solutions for academic and enterprise use cases.

## Business Analyst Intern

**MiQ Digital – Bangalore, India | Sept 2021 – Sept 2022**

- Automated ETL workflows using Python, SQL, and APIs, improving reporting efficiency by 30%, and delivered data-driven insights that optimized operations and supported account growth across U.S. & Canadian clients.
- Designed real-time data pipelines to unify multi-source datasets, enabling faster campaign performance analysis and empowering leadership with actionable dashboards.

## Projects

### Agentic AI HR Assistant (2025)

- Designed and deployed an HR AI Agent leveraging n8n workflows, LLMs, and vector databases to autonomously handle resume screening, FAQs, and candidate communication.
- Integrated multi-agent system (resume parser, recruiter bot, query responder) with RAG pipelines for contextual answers.
- Automated scheduling and initial candidate filtering, reducing recruiter manual load by 40% and cutting average response time from days to hours.

### Market Insights & Sales Forecasting (2024)

- Designed an end-to-end ML pipeline (Python, SQL, Snowflake) to forecast product demand and analyze customer purchase patterns.
- Built interactive dashboards in Power BI to track KPIs and deliver actionable insights, reducing reporting time by 50%.

## Education

Concordia University

Master of Science in Applied Computer Science

Montréal, QC

Jan 2024 – Dec 2025

Chitkara University

Bachelor of Engineering in Computer Science

Chandigarh, India

Jul 2019 – Jun 2023

## Volunteer Experience

### Tech Organizer – Chitkara University Hackathons & AI/ML Events

- Organized coding challenges and ML workshops within the university, engaging 200+ students and fostering a culture of innovation and collaboration.

### Community Volunteer – Chitkara University

- Supported university-led initiatives like tech fests and student mentorship programs, encouraging teamwork, inclusion, and continuous learning among peers.

## Certifications

- Generative AI & RAG Applications with LangChain – Udemy
- Cloud Computing & Big Data Analytics (AWS + GCP) – Udemy
- Machine Learning, Deep Learning & MLOps Fundamentals – Udemy
- Data Engineering with Snowflake and ETL Pipelines – Udemy