AISHWARYA NADIMPALLY

6333 Granville Street, Vancouver, BC – V6M 3E5.

6726677444 | linkedin.com/in/aishwaryanadimpally | nadimpallyaishwarya@gmail.com | My Portfolio

SUMMARY OF QUALIFICATIONS

- Master's graduate in Data Science with comprehensive expertise in Python, R, SQL, Data Visualization, Machine Learning, and AI Development.
- 5 years of full-time work experience in building chatbots in Microsoft, AWS, AVAAMO using Python, NodeJS. Additionally cross-trained on building data science projects and analytics using Power BI.
- 2 years of leadership experience where I championed teamwork (led 4 developers) and management skills in building chatbots and had the opportunity to deliver presentations which improved my detail-oriented, and innovative skills.
- Been a face of my team for technical client interactions on weekly basis which strengthened my multi-cultural communication skills and promoted collaboration.
- Received Academic Excellence Award in undergraduate for being listed in Dean's list (top 5 percentile).

TECHNICAL SKILLS

Programming Languages: Python (Pandas, NumPy, Scikit-Learn, PyTorch), R, NodeJS | **Machine Learning**: Regression models, Classification models, Decision tree models, NLP, LLMs | **Statistics:** Hypothesis Testing, Regression Analysis | **Web Technologies**: HTML, CSS | **Databases**: SQL | **Data Warehouse:** Snowflake | **Cloud**: AWS (Lex, BedRock), Microsoft Azure, AVAAMO, Google | **Visualization Tools/Technologies**: POWER BI, Tableau, Excel, Dash, Shiny | **Integrated Development Environments (IDE's):** Microsoft Visual Studio Code, Eclipse, Jupyter Notebook | **DevOps Tools:** Github, ,Jenkins, Docker | **Issue Management Tools:** JIRA | **Big data:** Pyspark

EDUCATION

MASTERS IN DATA SCIENCE	AUG 2023 – JUNE 2024
UNIVERSITY OF BRITISH COLUMBIA, VANCOUVER, BC.	
BACHELORS OF TECHNOLOGY – ELECTRONICS AND COMMUNICATION ENGINEERING	AUG 2014 – MAY 2018
GODAVARI INSTITUTE OF ENGINEERING AND TECHNOLOGY, RAJAHMUNDRY, INDIA.	

CAPSTONE PROJECT

DATA SCIENTIST

RIO TINTO EXPLORATION, VANCOUVER

- Developed framework and DASH application for wrangling data to extract drilling trends over a period of 10 years on a global scale with an intuitive application for visualization.
- Build a spatial-temporal trend prediction of mining locations by identifying the patterns using a multioutput supervised learning model.

WORK EXPERIENCE

LEAD DEVELOPER & ANALYST

TATA CONSULTANCY SERVICES, HYDERABAD, INDIA.   FEB 2022 – JULY 2023

- Developed Chatbot in AVAMMO (Python, NodeJS) for a client product which supports users with product documentation, installation, and technical issues.
- Extracted data from SQL & chatbot logs to analyze bot with different metrics and KPIs using POWER BI to visualize data for clients to decide on how to improve customer satisfaction.
- Managed AVAAMO's data processes, including data collection, cleaning, and ingestion, aligned with client specifications and implemented email functionality by maintaining a large repository of Q&As.
- Lead and trained a team of 4 by ensuring efficient project delivery and skill advancement.
- The development of BOT has decreased issue count raised by customers in support portal by 40%. The BOT handled all L1 cases independently so the man power focused more on complex L2 and L3 cases.

CHATBOT DEVELOPER

TATA CONSULTANCY SERVICES, HYDERABAD, INDIA.   JULY 2020 – JAN 2022

- Collaborated with the Digital Center of Excellence (CoE) team to develop chatbots across Azure, AWS, and Google platforms using Python, leading Azure FAQ bot development in Microsoft Teams.
- Gained knowledge on multiple cloud providers to enhance conversational AI capabilities using chatbots and integrating them with ServiceNow.
- Received best employee of the year award for developing a universal bot which streamlines 3 different bots that improved cost efficiency for infrastructure maintenance.

LEAD AWS DEVELOPER

TATA CONSULTANCY SERVICES, HYDERABAD, INDIA.   JAN 2019 – JUNE 2020

- Worked as a technical Lead by managing business requirements, bot design, conversation analysis, and stakeholder reporting, while also supporting team in coding and problem-solving, using JIRA for task management.
- Developed conversation flows for chatbot with validations in Python, used CloudFormation for QnA ingestions, bot API integration, AWS Translate for languages, and created serverless frameworks for efficient chatbot deployment in CI/CD pipelines with Jenkins and AWS code pipeline.
- Implemented Data Analytics by creating a pipeline between conversation logs, AWS Lambda, and AWS Kinesis.
- Leveraging email and customer support call data to enable a BOT that provides advanced product inquiry assistance.