

SHAURYA SRIVASTAV

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Professional Experience:

Freecharge Payment Technologies

April 2016 – March 2017

Designation: Business Analyst (Data Science domain)

- Directly responsible for analytics in the domains of Refund experience, Customer Complaints, Auto payment, app currency, and Net Promoters Score to actively provide business insights and recommendations
- Initiated the formation of a 3 member data science team focussed on solving problems based on predictive and regression based modelling
 - Worked on building a fraud detection model using a random forest machine learning algorithm based on device, account, email, behaviour etc.
 - The model helped flag out users which had a tendency to abuse promotional campaigns and accordingly take further action
- Managed the reporting framework for the product division from generation, automation, and consumption of reports by business stakeholders

Mu-Sigma Business Solutions

June 2014 – April 2016

Designation: Decision Scientist

- Worked as a vendor for the e-commerce division of Microsoft Corporation providing business intelligence and analytics to its Strategy and Customer Experience Team
- Worked on projects dealing with customer acquisition, customer demographic profiling, Market basket analysis, site asset optimization, product launch assessment, cross selling, repeat purchase, customer path flow, traffic channels, candy rack analysis, and conversion funnels
- Worked on customer experience analytics and web analytics tools such as Adobe Omniture SiteCatalyst and Click Tale to generate findings, insights, & recommendations for website merchandising
- Experienced in interfacing with clients on a regular basis and building strong customer relationships

Key Skills:

- Technologies: SQL, R Programming, Shell Scripting, Advanced Excel,
- Analytics tools: Adobe Omniture SiteCatalyst, ClickTale
- Machine learning techniques: Linear Regression, Logistic Regression, Random forest

Courses:

- Machine Learning by Andrew NG offered on Coursera
- Practical Machine Learning on R by Jeff Leek offered on Coursera

Educational Qualification:

Course / Board of Education	Institution/University	Year of Passing	Percentage/Grade Scored
BE in Mechanical Engineering	P.E.S Institute of Technology(PESIT), Bangalore	2014	7.49 (CGPA)
AISSCE (CBSE 12 th Board)	National Academy For Learning(NAFL), Bangalore	2010	80.4%
AISSE (CBSE 10 th Board)	Delhi Public School, Bangalore North	2008	82.0%