## Chandramani Tiwary

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Data Scientist at Gainsight, Hyderabad

Total experience of 5 years

## **Summary**

Data Scientist with a passion for learning and implementing new concepts. Currently working on designing and developing data driven features for our product. Worked on predictive analytics use cases for Customer Success Management like Churn prediction, up-sell/cross-sell models, customer maturity models, Customer Segmentation etc. Have competency in ETL workflows, Big Data Systems and SQL. Author of the book "Learning Apache Mahout" published by Packt Publishing in March 2015, currently working on my second book "Practical Supervised Machine Learning".

* Extensive experience in machine learning application design & implementation using R, Python and Mahout.
* Experience in Hadoop Ecosystem, SQL/Python for Data Preprocessing, ETL/ELT work-flows.
* Recognized and awarded for performance multiple times.
* Advise a few organization and evangelize Data Science.
* Specialties: Predictive Analytics, Machine Learning, R, Statistics, Mahout, Hadoop, MapReduce, Hive, SQL, MongoDB, Java, Python.

### Skills:

* Machine Learning 🡪R, Python, Mahout
* Data Processing 🡪 Python, Hadoop, Hive, SQL
* Languages 🡪 Python, Java, Linux Shell Scripting

## **Work Experience**

### **Data Scientist at Gainsight**

*Mar '13 - Present*

Currently working on designing and developing data driven features for our product. Have worked on

Churn Models, Customer Segmentation, and Customer health score, propensity models, deriving actionable insight and automating the data science workflow. Built the Data Science team at Gainsight from Scratch.

#### Responsibilities:

* Design and Implementation of Predictive Analytics use cases for Customer Success Management.
* Design and development of Data Science features for Customer Success Management.
* Hiring and mentoring the Data Science product team.

#### Projects:

##### Data Science Product

The products focus is on building automated workflows for deploying models for customer success management use cases and deriving interesting insights about customers out of the box.

**Role**: Leading product design and development of automated predictive models.

##### Customer Analytics

This study is focused on identification of customers at risk, identify up-sell opportunities and develop customer segmentation models.

**Role**: Understanding requirements, selecting use-cases to implement, data pre-processing and modeling and presenting the results to the client.

### **Module Lead - Big Data Analytics at Wipro**

*Aug '12 - Mar '13*

Worked on application of Machine Learning algorithms on different business use-cases.

#### Designed and developed:

##### Location and Intent based Recommender:

A scalable application which derives a subscriber’s important locations, intent, searched entity and historical interests to provide product and Ad recommendation.

##### Unique Entity Identification:

An application to identify unique social media identities across different social media applications.

### **Subject Matter Expert at Amdocs**

*Oct '10 - Aug '12*

Worked on production systems and POCs on telecom analytics use-cases, EDW migration to Hadoop and ETL workflows.

## **Education**

Symbiosis International University

MSc in Computer Application

*2008 - 2010*

* Theoretical study and hands-on lab sessions of various subjects like Data Mining, Data Warehousing, Machine Learning, Java, SQL and Databases etc.
* For my dissertation topic which covered two semesters, I worked on an intelligent Online Quiz application which would suggest students on the specialization they should pursue for their Master’s degree after the first semester

## **Personal Projects**

### Social Media Analytics

* Currently limited to twitter data, identify people on twitter based upon their ideological leanings.
* Identify topics that users of certain ideologies are interested in.