Aashita Burman

AI Research Scientist | Machine Learning | Natural Language Processing (NLP)

Data Scientist with 2 years of experience in AI ML research, specializing in Natural Language Processing. Proven ability in Exploratory Data Analysis, SQL and Python. Efficient in proposing algorithmic approaches to problem statements, building prototypes and analyzing results. Excellent communication skills in collaborating with technical and non-technical audience and across cross-functional teams.

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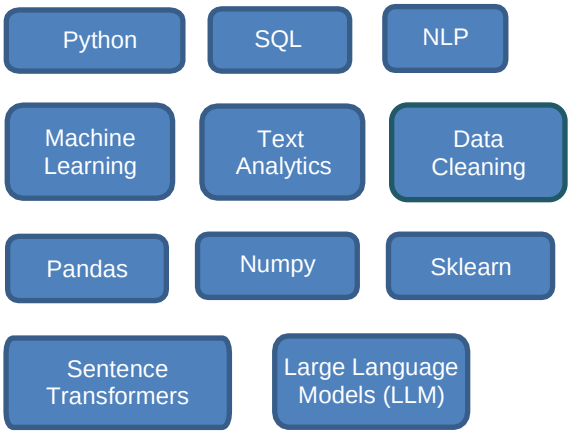
PROFILE SYNOPSIS

AI Research Scientist – Machine Learning | Natural Language Processing

- Ability to analyze data, to verify its quality and compliance with business definitions. Highlights issues related to data quality and non-compliance with definitions.
- Experienced in data preprocessing, study of features to capture patterns in data, feature creation, feature engineering, visualizations and implementation of models.
- Experienced in text analytics, document classification and use of sentence embeddings for similarity.
- Experienced in working in an Agile environment.
- Possesses knowledge of Banking Domain.
- Self-learner with strong coordination and communication skills.

SKILLS



EMPLOYMENT DETAILS

BA Continuum India Pvt. Ltd. (November '19 - Present)

- Working as a Data Scientist in the field of Natural Language Processing, responsible for exhaustive analysis of text data, execution of suitable data preprocessing and cleaning steps, feature creation, feature engineering, training models, analyzing model results and communicating results to stakeholders. Worked as a Quality Specialist before reskilling in Data Science.

Cognizant (August'15 - November '19)

- Worked on database testing, automation testing and API testing in Manufacturing and Logistics Domain.

KEY PROJECTS

Detection and Classification of Dissatisfaction in Customer Complaints

- With the goal of improving customer experience and speeding up the rate at which customer concerns can be addressed, the process of detecting and classifying dissatisfaction in conversations between customers and bank representatives, is being automated with the help of Machine Learning. Compared results predicted by Logistic Regression, XGBoost, BERT and Sentence Transformers to finalize the best classifier. Performed suitable text preprocessing steps and performance tuning or threshold tuning for each of the mentioned classifiers to achieve optimal results.

Analysis of Customer Complaints to fetch issues/concerns

- Essentially performed for providing insights to the organization on issues/concerns faced by customers when the volumes of calls to the customer service are particularly high on certain days. Topic Modeling techniques such as Latent Dirichlet Allocation (LDA) and statistical methods such as Chi2 test are used to fetch lexicons indicating customer concerns.

EDUCATION

B.E (Electronics and Control Engineering)
Sathyabama University
08/2011 - 04/2015

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

Bengali
Full Professional Proficiency