ABHISHEK ADIVAREKAR

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OBJECTIVE

Data Architect with 4+ years experience in design Analytics solutions on GCP. Certified in **GCP, Databricks** and **Snowflake**, and adept at implementing **Conversational BI** solutions using **Looker, BigQuery, Vertex AI and GenAI**. Skilled in dashboarding and serverless analytics for data-driven decisions

SKILLS

Programming Languages	SQL, Python, SparkSQL, Shell Script
Datawarehouse/Database	BigQuery, CloudSQL, MySQL, Snowflake (data warehouseing, Data modeling)
ETL & ELT	Cloud function, PubSub, Dataflow, Cloud Storage
Cloud	Google Cloud Platform (GCP), AWS
Reporting Tools	**Looker**, Looker Studio, Tableau
Orchestration	Composer
AI & ML	Vertex AI, Prompt Engineering, GenAI, Speech Transcription, DLP, NLP
Other Skills	Jira, GitHub, Customer-facing communication

EXPERIENCE

Associate Architect-Data   Oct 2022 - Ongoing
Quantiphi Analytics   *Mumbai, India*

- Implementing **Conversational BI** solutions through a combination of **Looker, BigQuery and GenAI**.
- Spearheaded the development of **200+ KPIs, 50+ explores, and 20+ Looker dashboards**, sourcing data from AWS SQL Server to derive insights from call center data
- Optimized MySQL and Looker dashboard performance, resulting in a **7x performance boost** and substantial load time reduction
- Collaborates with GTM team to uncover ML & AI opportunities for business transformation

Sr Data Engineer   Mar 2021 - Oct 2022
Quantiphi Analytics   *Mumbai, India*

- Improved Contact Center of Fortune 100 financial services organization by tracking Customer Experience (CX), Improving Agent Experience (AX) and Performance and reducing cost to Contact Center
- Solution helped the customer to measure the performance of the agents and training them on critical skills. Agent productivity **increased by 30%** and overall **40%** increase in Calls containment rate
- Created data pipelines for Voice data processing using AI Notebook (Python), STT, DLP APIs, GCS, BigQuery (SQL) which led to **25%** decrease in AHT

Data Engineer   Jun 2019 - Mar 2021
Quantiphi Analytics   *Mumbai, India*

- Developed streaming ETL data pipeline and dashboard for monitoring Virtual Agent Performance Dashboard receiving around **90,000** calls per month
- **Improved** Virtual Agent "Success Rate" **by 40%** (from 50% to 90%) enhancing customer conversational journey
- Developed **40+ KPIs** for monitoring performance on Looker dashboard using GCP Logging, BigQuery services

CERTIFICATIONS

- **Databricks** Certified Data Engineer Associate
- **Snowflake** SnowPro Core Certification

- **Google Cloud** Certified Associate Cloud Engineer [GCP ACE]
- **Azure**: AZ-900 Microsoft **Azure** Fundamentals

AWARDS AND ACHIEVEMENTS

- **Kaizen Award, Think Tank Award, Kingsmen Award** : Consistent Best Performer and Team Player Award (For the Year: 2022)
- **"Always Outstanding Employee"** Award (For the Year: 2020, 2021 and 2022)

LEADERSHIP

- Head Centre of Excellence (CoE) Data Engineering - AI/ML - Conversational AI with over 20+ Data Engineers (DE) community.
- Actively Pushing the edges of possibility, in what one can do with data by creating accelarators, organizing knowledge sharing sessions

EDUCATION

Bachelor of Engineering [B.E.], Mumbai University   07/2015 - 05/2019
Consistent College Topper

HSC [Level 10+2], Score: 90 %   06/2013 - 05/2015
Among **Top 1%** in State (Maharashtra)

SSC [Level 10], Score: 92 %   06/2012 - 05/2013
1st rank in School