Anjali Kumari

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SUMMARY

Dynamic and detail-oriented Data Analyst with a strong foundation through bachelor's in computer science and a specialized MSc in Data Analytics. Experienced in AI research through an internship at Utrecht University, where I contributed to machine learning projects. Additionally, worked as an Assistant Engineer at the University of Sheffield's AMRC, gaining hands-on experience in data-driven problem-solving for advanced manufacturing. Skilled in statistical analysis, machine learning, and data visualization, with a passion for leveraging AI to drive innovation. Adept at collaborating in research and industrial settings to develop data-driven solutions. Always eager to learn and apply analytical expertise to solve complex challenges.

CORE SKILLS

- Programming Languages: Python, SQL, R, C, C++, JAVA, HTML, PHP
- Data mining and Visualization
- Data preprocessing
- Machine learning and AI
- Natural language processing
- Speech and Image processing
- Database management
- Text processing
- Statistical analysis and predictive modelling
- Big Data Technologies: PySparks, HPC and Hadoop
- Project management
- Customer service

WORK EXPERIENCE

Tech Advisor 06/2024-Present
British Telecom, UK

- Utilize BT tools for remote broadband troubleshooting and scheduling engineer appointments, achieving a 70% first-call resolution rate through effective problem analysis.
- Efficiently manage and prioritize technical support requests from customers across multiple channels (emails and calls), ensuring accurate and timely resolution of issues.
- Analyse customer complaints and implement compensation strategies, achieving over 75% Customer Satisfaction (CSAT) through effective issue management and resolution.
- Coordinate communication and collaboration between cross-functional teams, facilitating smooth business operations and enhancing team productivity.

Assistant Project Engineer 07/2023-05/2024
University of Sheffield AMRC, UK

- Collaborated with leading aerospace and defense clients, including BAE Systems, Boeing, Dassault, Airbus, and Rolls-Royce, to develop data-driven manufacturing solutions, optimize production workflows, and enhance digital transformation strategies.
- Led research for MBDA Missile Systems, conducting a comparative evaluation of 5+ MES vendors, engaging with key stakeholders to assess scalability, integration capabilities, and real-time analytics for optimal solutions.
- Designed traceability solutions for Spirit AeroSystems, developing digital product passports that improved supply chain transparency, streamlined compliance tracking, and enhanced client confidence in data integrity.
- Implemented ANSI/ISA 95 standards, improving system interoperability by 40%, ensuring seamless data exchange between ERP, MES, and SCADA systems, and aligning with client IT requirements.
- Worked closely with cross-functional teams and senior stakeholders to ensure seamless integration of Industry 4.0 technologies, improving efficiency, traceability, and compliance across global operations.

- Published a peer-reviewed paper on Knowledge Management Systems, applying Agile methodologies to develop knowledge-sharing frameworks that improved data accessibility, decision-making, and cross-team collaboration.
- Conducted quantitative spatter analysis, collaborating with engineers, R&D teams, and suppliers to compare laser melting under 3+ gas mixtures, identifying optimal parameters, and achieving a 15% defect reduction in additive manufacturing.

AI Intern 01/2020-06/2020
Utrecht University, Netherlands

- Designed and implemented training models using BERT, GloVe, and ELMo, achieving an 85% accuracy in detecting news articles related to drug and security threats within the Netherlands.
- Developed a customized Streamlit user interface to assist Dutch Police Analysts, enabling the evaluation of global events and their security impacts, improving response time by 30%.
- Applied Information Extraction techniques like Named Entity Recognition (NER) and Semantic Role Labeling (SRL), successfully identifying over 50 drug types and their corresponding quantities from news articles with 95% precision.
- Utilized Facebook Prophet for time-series forecasting, accurately predicting future trends in article volumes with a 95% confidence level, enabling proactive risk assessment.

Summer Intern (Machine Learning) 05/2019-07/2019
IIT BHU, Varanasi, India

- Achieved 95% accuracy in early classification of time-series data by accurately discerning distinct classes over time, significantly enhancing early detection capabilities.
- Explored and compared methodologies like Entropy, Kernel Density Estimation, and Chebyshev Inequality, identifying the most effective approach, improving reliability threshold detection by 30% during the learning process.
- Developed intuitive visual representations to communicate accuracy analysis results, improving stakeholder understanding and driving faster decision-making.
- Utilized pandas and NumPy for efficient data manipulation and preprocessing, handling large datasets and reducing data processing time by 40%.
- Leveraged scikit-learn (sklearn) to implement and fine-tune machine learning models, achieving a 20% improvement in classification performance through effective feature engineering and model selection.

EDUCATION

MSc Data Analytics 09/2021-06/2023
University of Sheffield
Dissertation- Speech Intelligibility for Movie Footage.

Bachelor of Computer Science and Engineering 08/2016-07/2020
International Institute of Information Technology
Dissertation- Extraction and Prediction of Security Threats and Drugs Information using news articles of the Netherlands.

PUBLICATIONS

- Divya Krishnani, Anjali Kumari, Akash Dewangan, Aditya Singh, and Nenavath Srinivas Naik. "Prediction of coronary heart disease using supervised machine learning algorithms." In TENCON 2019-2019 IEEE Region 10 Conference (TENCON), pp. 367 372. IEEE, 2019.
- Anjali Kumari, Md Zakirul Alam Bhuiyan, Jigyasa Namdeo, Shipra Kanaujia, Ruhul Amin, and Satyanarayana Vollala. "Ransomware attack protection: A cryptographic approach." In Security, Privacy, and Anonymity in Computation, Communication, and Storage: 12th International Conference, SpaCCS 2019, Atlanta, GA, USA, July 14–17, 2019, Proceedings 12, pp. 15-25. Springer International Publishing, 2019.