APURVA MANDALIKA

1350 Harvey Mitchell Pkwy S, College Station, TX - 77840
apurva.mandalika96@gmail.com ◇ LinkedIn ◇ GitHub ◇ Website ◇ (979) 739-6155

SUMMARY

Data Scientist with 4.5+ years of experience delivering actionable insights through data analytics, stakeholder collaboration, and predictive modeling. Proficient in SQL, Python, Excel, and Tableau, with strong communication skills and a proven ability to translate business needs into impactful solutions. Recently completed a Master's in Computer Science from Texas A&M University, with a focus on data mining, data visualization and machine learning. Experienced in building dashboards, performing statistical analysis, and supporting data-driven decisions across product and operations teams.

EDUCATION

Texas A&M University Master's in CS *(CGPA 3.9/4)* Aug 2023 - May 2025
Artificial Intelligence, Data Mining and Analysis, Data Visualization, Machine Learning, Deep Learning.

Amrita Vishwa Vidyapeetham B.Tech CSE *(CGPA 9.35/10), 8th rank in CS department* Aug 2015 - May 2019
OOPS, Data Structures & Algorithms, Statistics, Data Science, Machine Learning, Discrete Mathematics, DBMS

SKILLS

SQL, Excel, Python, Tableau, Hive, FlashML, Data Mining, Machine Learning, Predictive Modeling, EDA, Feature Engineering (WOE, IV, etc.), Logistic Regression, SVM, Dashboarding, Data Visualization, Ad hoc Analysis and reporting, Java, Node.js, HTML/CSS/JavaScript, Swift, Flask, Docker, Git, MS Office, Statistics, Linear Algebra, Discrete Mathematics, Calculus

EXPERIENCE

Senior Data Scientist,[24]7.ai Jun 2022 - Jul 2023

- Introduced and implemented **Augmented Reality** - driven, video-based **customer support** solutions, improving customer problem resolution rates by nearly **50%** compared to traditional chat or voice-based support.
- Delivered multiple POCs and filed a **patent** for a novel feature in the USPTO.
- Collaborated with cross-functional teams to integrate solutions into the company platform.

Data Scientist, [24]7.ai Jul 2020 - May 2022

- Generated detailed ad hoc customer analytics reports in **Excel**, empowering stakeholders to make data-driven decisions.
- Proposed and built a comprehensive Model Performance Tracking dashboard using **Hive, SQL,** and **Python**, that standardized evaluation processes for predictive models, resulting in a **40%** increase in actionable insights for client model performance assessments.
- Authored internal documentation using **JIRA - Confluence pages** to improve model transparency and onboarding efficiency.

Analytics Consultant, [24]7.ai Jan 2019 - Jun 2020

- Created **Time On Page (TOP) Prediction Model** and Page-Level Propensity to Purchase after Chat **(P2PC) Model**, increasing propensity to chat by **12%** and conversion rates by **8%**.
- Leveraged **SVM** and **Logistic Regression** in Python to create TOP models, optimizing customer engagement metrics.
- Conducted data cleaning, exploratory data analysis (**EDA**), and feature engineering using Weight of Evidence (**WOE**) and Information Value (**IV**) for P2PC, ensuring robust predictive power.
- Used **Hadoop, Excel,** and **FlashML** to deploy scalable predictive targeting models, delivering actionable insights for diverse client use cases.
- Used unsupervised and supervised methods for customer behavior modeling; performed detailed EDA, preprocessing, and anomaly filtering.

PROJECTS

- **VitaFin: A Personal Health and Financial Data Visualization Dashboard (2025)** *Flask, Python, HTML, CSS, JavaScript, D3.js* Built a full-stack interactive dashboard to track and analyze personal financial and health metrics. Integrated real-time insights and benchmark comparisons, automating analysis delivery and visual storytelling for users.
- **Deep Learning Model for Image Classification (2024)** *Python, Jupyter Notebook, PyTorch* Designed a hybrid deep learning model combining DenseNet and ResNet architectures for CIFAR-10 image classification, showcasing model architecture optimization, feature abstraction, and training automation. Achieved an accuracy of 92.5%.
- **Development and Comparison of ML and DL Models for Image Classification (2024)** *Python, Jupyter Notebook, PyTorch* Implemented Random Forest (44.97% accuracy), CNN (81.1%), and ResNet (83.6%) models to evaluate strengths and limitations on the CIFAR-10 dataset.
- **Multimodal Classification Model (2024)** *Python, Jupyter Notebook, PyTorch* Developed a fusion model combining a CNN for image data and an ANN for audio data to classify the multimodal MNIST dataset and achieved a validation accuracy of 98.92%. Emphasized representation learning and input heterogeneity.

ACHIEVEMENTS

- **Judge's Choice Award for 'Best Working Prototype'** at [24]7.ai's Global Hackathon '21 for developing a novel feature for Augmented Reality-based Video Call for Customer Support.
- Received the **'Team Excellence - Super Trooper' Award** at [24]7.ai's Global Annual Awards (2021).
- **Best Employee Awards** for Q3 FY21, Q4 FY22 & Q2 FY23.