APURVA MANDALIKA

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EDUCATION

Master's CS Texas A&M University, *CGPA 3.89/4* Fall '23 - Present
B.Tech CSE Amrita Vishwa Vidyapeetham, *CGPA 9.35/10, 8th rank in CS department* 2015 - 2019

EXPERIENCE

Senior Data Scientist,[24]7.ai Jun 2022 - Jul 2023
Data Scientist, [24]7.ai Jul 2020 - May 2022

- Developed AR-driven video-based customer support solutions, improving customer problem resolution compared to chat/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.

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

- Built a Model Performance Tracking dashboard to evaluate predictive models, enhancing insight into client model performance.
- Created predictive targeting models - Time On Page (TOP) and Page-Level Propensity to Purchase after Chat (P2PC) model, increasing propensity to chat by 12% and conversion rates by 8%.

PROJECTS

- **Intelligent Tutoring System for learning complicated scripts like Chinese and Arabic (2024)** *Flask, Python, HTML, CSS, Javascript* Developed an Intelligent Tutoring System (ITS) with a DTW-based personalized feedback mechanism, providing both textual and visual feedback to enhance user learning outcomes. Observed an improvement in 70% of users.
- **Deep Learning Model for Image Classification (2024)** *Python, PyTorch* Designed a hybrid deep learning model combining DenseNet and ResNet architectures for CIFAR-10 image classification. Achieved an accuracy of 92.5%.
- **Development and Comparison of ML and DL Models for Image Classification (2024)** *Python, PyTorch.* Developed 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, 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%.
- **Data Management Application for Sealants Outreach Program (2023)** *Ruby on Rails, Agile, Git* Developed a data management application for the Texas A&M School of Dentistry, streamlining data collection and data entry processes. Eliminated 100% of paperwork by digitizing workflows, improving efficiency and accuracy.
- **[Publication] Matrix Factorization within DBMS (2018 - 2019)** 'Approximate query processing based on Matrix Factorization within DBMS', ICCCET - 19.

SKILLS

Technical : Augmented Reality, Machine Learning, Data Mining, Data Modelling and Data Analytics
Languages : Swift, Python, SQL, Java, Node.js, React, Ruby on Rails, HTML, CSS, JavaScript
Platforms : XCode, VS Code, Express, Docker, MS Office, GitHub;

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 Above and Beyond** for Q4 FY22 & Q2 FY23.**Best Employee Bravo**for Q3 FY21.

TEACHING

Graduate Assistant Teaching, Department of Mathematics, Texas A&M University, Fall 2024