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Bandi Saideva

ASSOCIATE DATA SCIENTIST (Python) with over 2+ years of industry experience working in product-based startup. Experienced working with ML, DL models, and Chatbots.

Experience

Associate Data Scientist   Jun'22-Present
REMOTE – OUTPLAY

PhoneVerify

- **Sales representatives** face a **call-to-connect** ratio of **less than 3%** due to connections with wrong, invalid, or voicemail numbers.
- So we have developed a website project utilizing **Automatic Speech Recognition, Chatbot, and NER** to verify prospects, resulting in a **30% call-to-connect ratio improvement.**

Chatbot Developer

- Experienced in crafting advanced conversational bots using **Rasa**, seamlessly integrating Natural Language Understanding (**NLU**), **Dialogflow**, and Natural Language Generation (**NLG**).
- Optimized Rasa configuration, leveraging **webhooks and APIs** to extend functionality, resulting in a **40% reduction in chatbot response time and a 25% increase in customer satisfaction.**

Named Entity Recognition (NER)

- Skilled in leveraging **Spacy NER models** and employing **AI** techniques to identify names within calls.
- Demonstrated success in **enhancing accuracy** and efficiency through innovative issue resolution.

Automatic Speech Recognition (ASR)

- Expertise in transcribing verification calls using diverse **ASR models, including Deepgram, Assembly AI, and Open AI.**
- Extensive **experimentation with parameters, such as keywords and models**, to fine-tune transcription services for optimal outcomes.
- **Proven ability to integrate ASR seamlessly** into the verification process, optimizing accuracy and efficiency.

In-house Automatic Machine Detection (AMD)

- Designed and implemented a robust in-house Automatic Machine Detection (AMD) model, **surpassing a 95% accuracy threshold.**
- Pioneered **cost-saving** initiatives by replacing Twilio AMD, reducing **expenses by 25% per call.**
- Demonstrated expertise in machine learning algorithms, ensuring accurate **identification of human interaction versus voicemail**, enhancing overall operational efficiency and resource utilization.

Question Answering

- **SDRs** struggled to **recall meeting questions and answers**, impacting their engagement in client interactions.
- So implemented a live call **question similarity** and **answer detection model** using advanced NLP techniques which Empowered **SDRs to effortlessly access critical questions and answers during meetings**, improving overall communication effectiveness.

Call Disposition and Notes

- **SDRs** needed a streamlined approach for **classifying calls** (interested, not interested, busy) and generating **call summaries.**
- To overcome this hustle we have Employed **fine-tuned ChatGPT** for call disposition and ChatGPT Turbo for call notes, utilizing a carefully crafted prompt.

Generative AI

- Addressed **call classification challenges** by experimenting with **various ChatGPT models**, achieving suboptimal results (**<70% accuracy**).
- Pioneered a **cost-effective solution** by collecting real calls, **preprocessing data** (e.g., removing common names, and phrases), and **fine-tuning ChatGPT 3.5**.
- This strategic approach yielded a remarkable >90% accuracy, surpassing the performance of the standard ChatGPT 4 while significantly reducing costs.

Voice Commands

- Contributed to a sales engagement platform with a specialized Voice Commands app.
- Leveraged **Intent Classification and Slot Extraction using Rasa Core** for seamless navigation and action execution.
- Enabled users to effortlessly **navigate web pages, make calls, and send emails through intuitive voice commands.**

Data Scientist Intern   Jan'22-May'22
REMOTE – OUTPLAY

Topic Identification

- Developed a topic identification solution for sales calls, addressing issues in **catching diverse topics** (**meeting booked, budget, etc.**) by leveraging regex phrases on recorded calls, resulting in a model **with a 90% accuracy rate.**

CI MLOps (Actions)

- Led the development of Continuous Integration (CI) MLOps, automating **unit testing upon repository commits and PR submissions.**
- Engineered a streamlined process for providing insightful metrics on PRs, **facilitating efficient review** decisions.

Scaler DSML - Masters   Nov'22 - Jan 25

Target - SQL

- Analyzed dataset of an e-**commerce website using MySQL** and **found action insights** using the dataset. (LINK)

Netflix - Data Exploration and Visualisation

- Examined a dataset about a **video streaming app using Python Libraries** and **Derived meaningful recommendations** by delving into the dataset for actionable insights. (LINK)

Aerofit - Descriptive Statistics & Probability

- Scrutinized records in the dataset for a **fitness app using Probability and Statistics** and **Identified actionable opportunities** through insightful analysis of the dataset... (LINK)

Skills

- **Python, Java, Mathematics, DSA, ML, DL, SQL, Chatbots, Question Answering, Speech Processing, API, , Websockets, Tableau, Probability and Statistics, Github. EDA, Data Visualization.**

Acheivements

Startup contribution

- Main AI core contributor for the project PhoneVerify.AI

Certifications

- AWS Cloud Practitioner

Key Courses Taken

- **Scaler DSML Masters**   Nov'22-Present

Education   Nov'22-Dec'22

Bachelors Degree

- Computer Science Enginerring
- Rajiv Gandhi University of Knowledge Technolog
- Grade 8.5

Hobbies

- Cricket, DSA, Music