Neekhil

Aspiring Data Scientist | Data Science Intern

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Summary

Former Customer Service professional turned **Data Science Intern**, with **6 months of hands-on experience at Netzwerk AI** and **2+ years in data-driven BPO environments**, where I worked across the applied AI lifecycle—from data preparation and modeling to deployment-ready prototypes. I built a **Lookalike Audience ML model** using supervised and unsupervised learning that **reduced customer acquisition cost by 28%**, and developed a **state-wise sentiment analysis pipeline** using NLP techniques that **improved ad conversions by 70%**, demonstrating strong ability to translate business problems into measurable AI solutions. Proficient in **Python** and core AI/ML libraries (**Pandas, NumPy, Scikit-learn**), I have hands-on experience in **feature engineering, model training, evaluation, experimentation, and statistical analysis**, with exposure to **deep learning frameworks (TensorFlow, PyTorch)**. I have worked on **NLP workflows**, including text preprocessing, sentiment scoring, embeddings, and have **familiarity with LLM-based systems**, such as **prompt engineering, RAG concepts, vector search, and LangChain-style workflows**. I have deployed ML prototypes using **FastAPI/Flask and Docker**, collaborated using **Git**, and have **basic exposure to MLOps concepts**, cloud environments (**AWS – exposure**), and scalable AI integration. I communicate insights effectively through **Tableau and Power BI** and work closely with cross-functional teams to build reliable, ethical, and production-oriented AI solutions.

Skills

- **Languages:** Python, SQL
- **Tools & Frameworks:** Pandas, NumPy, Scikit-learn, TensorFlow (exposure), PyTorch (exposure), LangChain (exposure), OpenAI/Azure OpenAI APIs (exposure), Git, Jupyter Notebook, FastAPI/Flask, Docker, AWS (exposure)
- **Applications:** Data Analysis & EDA, Supervised & Unsupervised Machine Learning, Natural Language Processing (sentiment analysis, text preprocessing), Feature Engineering, Statistical Analysis & A/B Testing, Predictive Modeling, LLM-based Workflows (prompt engineering, embeddings, RAG concepts), API-based Model Deployment, Basic MLOps & Experiment Tracking, Data Visualization & Business Insights

Experience

Netzwerk Ai PVT LTD   **Kalaburagi, India**
Data Science Intern   **APR 2025 – SEP 2025**

Developed a Lookalike Audience Model for an e-commerce brand by processing 1M+ customer records with Python and SQL, engineering key features, and training ensemble ML models. The solution improved model accuracy by 35% and reduced customer acquisition cost by 28%, supporting deployment across 30+ audience segments and 50K+ daily prospects.

Developed a state-wise customer sentiment analysis solution by scraping social media and blog data using Python and BeautifulSoup, processing text with NLTK, and applying VADER-based sentiment scoring. The analysis identified region-specific trust and fraud concerns, enabling hyper-local campaign optimization that boosted ad conversions by 70%, with insights delivered through Tableau dashboards.

Data Science Certification at Netzwerk AI   **(Kalaburagi, India) Nov 2024 – Mar 2025**
Completed a hands-on Data Science certification focused on Python, machine learning, statistics, and end-to-end model development. Gained practical experience through real-world projects involving data analysis, predictive modeling, and business-focused analytics.

iENERGIZER IT SERVICES PVT. LTD.   **Bangalore, India**
Executive Customer Service → SME → Support Trainer (Flipkart CT Chat Process)   **26 Sep 2023 - 10 Nov 2024**
Selected as a Support Trainer for the Flipkart Control Tower process, I handled Level 3 escalations for high-priority customer cases across non-voice and semi-voice channels. I managed fraud risk assessments, identity verification, and end-to-end order workflows, collaborating closely with cross-functional teams to resolve issues efficiently. I consistently met key performance metrics such as CSAT, resolution time, and quality scores, and trained junior associates on escalation handling and fraud prevention protocols.

TELEPERFORMANCE (PNB MetLife Process)   **Bangalore, India**
Customer Service Associate   **Nov 2021 – June 2022**
Delivered insurance customer support for PNB MetLife, handling inbound and outbound calls while ensuring compliance, resolution quality, and customer education. Assisted customers with policy inquiries, explained insurance products, and upsold relevant plans based on customer needs. Resolved complaints effectively and consistently met performance metrics including call handling time, resolution rate, and CSAT scores.

HONOUR LAB LIMITED   **Hyderabad, India**
Jr.Engineer   **Mar 2021 – Apr 2021** (Tenure interrupted due to medical emergency)

ELCAMINO SOFTWARE PRIVATE LIMITED   **Bangalore, India**
Customer Service Associate   **July 2020 – Sep 2020** (Tenure impacted due to infrastructure limitations during the pandemic)

Education

B.E. Chemical Engineering, Rural Engineering College Hulkoti(VTU Belgaum) — 2019

Certifications

Data Science Certification at Netzwerk AI — 2025