Devika Chatterjee
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SUMMARY

Data Scientist with experience in leveraging machine learning and NLP techniques to deliver business insights. Proficient in building and fine-tuning GenAI models, developing custom NLP solutions, and employing transformer architectures like BERT. Skilled in Python, PySpark, SQL, and cloud platforms (GCP, Azure) for deploying AI/ML models. Strong expertise in prompt engineering, text analytics, and data storytelling, with a proven ability to collaborate cross-functionally and drive data-driven decision-making.

SKILLS

- **Data Science & Machine Learning**: Predictive Modeling, Regression, Classification, Neural Networks (RNN/CNN/LSTM), NLP,Transfer Learning, BERT/Transformer architectures, and LangChain frameworks,
- **Data Visualization Tools:** Power BI (DAX), Tableau, Advanced Excel (Lookups, Pivot charts), KPI Reporting
- **Technical:** Pandas, Matplotlib, Apache Spark, Automation, ETL
- **Database Technologies:** Oracle, MySQL, Advanced SQL, Data Modeling, Data Warehousing (Teradata, Amazon Redshift)
- **Project Management:** Jira, Git, Trello, Agile Methodologies (Scrum), Cross-functional Collaboration

EXPERIENCE

Bharti Airtel (Assistant Manager - Data Analytics)   April 2023 – July 2023

- **Achieved a 4% reduction in women's turnover** and a **12% increase in overall employee engagement** within 4 months by developing predictive models using machine learning (ML) techniques, including regression analysis, decision trees, and boosting, to predict individual-level attrition probabilities. Integrated results into interactive dashboards using Tableau for actionable insights, driving data-driven decisions.
- **Enhanced data quality and integration by 60%** through data mining, cleaning, and transforming over 20,000 records from diverse sources into a unified dataset using Python. This automation improved reporting accuracy, streamlined BAU processes, and supported efficient data analysis.
- **Reduced manual reporting efforts by 50%** by automating HR KPIs, including turnover rate, diversity metrics, headcount, and engagement scores across functions. Leveraged ETL processes, advanced Tableau features (LOD expressions, calculated fields), and statistical analysis to improve operational efficiency.
- **Collaborated with cross-functional teams** to analyze large datasets, identify trends, and effectively communicate insights to stakeholders, enhancing decision-making processes

Capgemini (Senior Software Engineer) - Pune   June 2021 – May 2022

- Led automation testing for Open Banking initiatives at Bank of Ireland, ensuring test coverage with Postman for API testing and Selenium for automation, resulting in a **50% reduction in manual testing efforts**.
- Resolved critical API defects, improving product quality by 15%, while managing defect tracking through JIRA and contributing to functional and non-functional testing, including integration, sanity, regression testing, CI/CD pipeline integration, and creating **Tableau** dashboards for data visualization and performance monitoring.

Tech Mahindra (Senior Engineer) - Pune   June 2018 – May 2021

- **Improved testing efficiency by 25%** by implementing a robust testing framework using Selenium, Java, and JUnit, covering functional, regression, smoke, and sanity testing for telecom applications of **AT&T.**
- Streamlined test data management and optimized bug reporting and tracking processes using JIRA.

PROJECT

HR Analytics Dashboard | Tableau | Live Dashboard | View Project

- Designed an HR dashboard to monitor key KPIs, including attrition rate (14.5%), headcount (1,233), and satisfaction scores, revealing that employees under 30 and specific job roles contributed to 60% of total attrition.

Pizza Sale: Insights and Trends | Excel, Tableau | Live Dashboard | View Project

- Performed EDA on pizza sales data using Excel for data cleaning and Tableau for visualization, analyzing KPIs such as Average Order Value, Quantity per Order, Top/Bottom-Selling Pizzas, Preferred Pizza Type/Size, and Peak Sales Times to optimize staffing, promotions, and delivery strategies.

Used Car Prize Prediction | Pandas, Matplotlib, Scikit-learn | View Project

- Conducted EDA to uncover relationships between Mileage, Engine Volume, Car Year, and Price, and developed machine learning models to predict car prices using key features, evaluating model performance with R-squared and RMSE for price estimation.

EDUCATION

Data Science and Analytics Nanodegree Program	**May 2024 – Till Date**
Jobaaj Learning	Online Certification

PGP in Data Science	**June 2018 – May 2021**
Praxis Business School	Kolkata, West Bengal

BTech in Computer Science and Engineering	**June 2018 – May 2021**
SurTech Institute of Technology and Management	Kolkata, West Bengal

CERTIFICATION

Accenture North America: View Certificate

- Performed data cleaning and analysis on datasets to identify content trends, utilizing Excel and SQL, and created PowerPoint presentations and video summaries with data visualization tools like Tableau to communicate insights and support decision-making.

PwC Switzerland: View Certificate

- Demonstrated expertise in Power BI by creating visualizations for Diversity, Call Center Performance, and Customer Retention dashboards, while streamlining data transformation using Power BI Query and DAX to handle null values, correct date-time formatting, and ensure data quality for actionable insights.

Goldsman Sachs: View Certificate

- Leveraged Excel to manipulate large datasets for financial forecasts and P&L statements using VLOOKUP, PivotTables, and Data Validation enabling data analysis and informed decision-making in a mock deal scenario.

Tata Consultancy Service: View Certificate

- Aligned strategic questions with organizational goals for senior executive meetings and delivered interactive Power BI dashboards showcasing key KPIs and insights, leveraging DAX, Power Query, and Custom Visuals for executive decision-making.

ACHIEVEMENT

- Problem Solving Certificate (Intermediate): **Hackerrank**
- SQL Gold Badge: **Hackerrank**
- Python Gold Badge: **Hackerrank**
- Data Science and Analytics Nanodegree Program Certificate from Jobaaj: **Certificate**