



Pramod Omprakash Gupta

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Profile Summary

- Professional with 5 years 8 months of total experience in machine learning, AI & Software development.
- 3 years+ experience of real world AI product building.
- Experienced in transferring real problem into requirements and solution planning.
- Capable of building AI product from scratch both individually or co-work with various teams.
- Extensive problem solving experience from data science to data engineering.
- Analysis, Experiment, Debug, Improve AI system on large scale, millisecond-responsible environment.
- Insightful knowledge of both client & server side technologies.
- Equipped with OOP's concept & best design / coding practices.
- Exposed to and have good knowledge of RDBMS and self-taught data science enthusiast.
- Worked with source control tool (Team Foundation Server) and GitHub.

PROGRAMMING LANGUAGES AND TECHNOLOGIES

- Machine & deep learning** : ANN, CNN, NLP, OpenCV, Keras, Tensorflow, Classification, State of arts (resnet, VGG, inception Net etc.), Web Scrapping.
- Client side technologies** : Angular 9, JQuery, HTML, CSS, JavaScript, Ajax
- Cloud Side technologies** : Azure VM, Azure Web App, Azure Custom Vision, and Azure Chat bot.
- Server side technologies** : Python (SciKit-Learn, Pandas, NumPy), R, Java, C#, ASP.NET Web API, ASP.NET, ASP.NET Web Service, WCF
- Familiar with** : Azure Web App, Azure Database, Azure Blob, Scrum, Agile, Python, Machine Learning, SQL Server, JSON, XML, BIO device

Professional Experience

Tenure	Organization	Designation
June 2015 to till date	Future Generali India Insurance Company Ltd.	Deputy Manager

Educational Qualifications

Examination	University/Board	Institute/School	Year	% of Marks
B.E	Mumbai University	SLRTCE	2011-2015	73
H.S.C	Maharashtra State Board	S.S.S. technical junior college	February 2011	82.17
S.S.C	Maharashtra State Board	R A U.B.S English High	March 2009	79.69

Projects Handled

1. Project Name : REVA CHATBOT (Robotics Enabled Virtual Assistant)

Technology : Python 3.8, Flask API, Azure SQL Server 2017, Azure Web App container, Azure Container Registry, BERT for intent identification.

Team of : 2 **Project Status** : Ongoing

Description: REVA (Robotics Enabled Virtual Assistant), with the help of natural language conversion feature, will function like an insurance guide to assist customers through their policy buying and policy enquiry process, providing solutions to queries in real time. Customers will be able to seek responses through the bot's 'conversation' or 'menu' options thereby navigating with utmost ease for policy documents, policy status, premium due date, premium due amount, fund value, nearest branch details, etc. at a click. Furthermore, REVA will also cater to diverse customer service requests like request for soft copy of policy document, unit statement, and premium paid certificate and renewal payments

- 2. Project Name : Email Bot for internal ticketing**

Technology : Python 3.8, Flask API, Azure SQL Server 2017, Azure Web App container, Azure Container Registry, BERT for email classification.

Team of : 2 **Project Status** : Ongoing

Description: An email bot is an automated responding bot to the incident raised by the employee through emails. Using Artificial Intelligence and contextual analysis, an email bot delivers customized email responses, allowing the bot to respond automatically to emails after logging incident tickets into the system and forwarding this mail to the respective team.
- 3. Project Name : Video based identification process**

Technology : Angular 9, Python, Flask API, Azure SQL Server 2017, Azure Web App, Cognitive Face API, .Net Core Web API.

Team of : 6 **Project Status** : Completed

Description: vKYC is a secure solution that enables customer as per their convenience to verify themselves from home or anywhere. It allows you to authenticate customer details in real-time through video & AI-driven face match, Liveness detection, geo-tagging, and eKYC verification of your documents. The solution adheres to all IRDA guidelines issued for video – customer identification process (V-CIP)
- 4. Project Name : vPLVC**

Technology : Angular 9, Python, Flask API, Azure SQL Server 2017, Azure Web App, Cognitive Face

Team of : 3 **Project Status** : Completed

Description: vPLVC is a process of verifying the customer by capturing photo, video and confirming the policy and product related question. Due to the built in rule any negative question leads to the rejection of VPLVC & which is further needs to be investigated by centralised team, relationship manager about customer understanding of product. Once the system accepts the VPLVC the application is processed into system.
- 5. Project Name : Auto-Underwriting Quality check**

Technology : Python, Flask, Azure OCR, Azure SQL Server 2012, CNN Image Classification.

Team of : 1 **Project Status** : Completed

Description: Auto Underwriting is a function to reduce the work of the underwriter by validating the customer demographic data from documents provided by the customer during policy onboarding. Also, comparing the photos of the life assured from ID, Age, and Address proof which helps the underwriter to speed up the issuance in comparison of manual scrutiny.
- 6. Project Name : Aadhaar Masking**

Technology : Python, Flask, Azure OCR, SQL Server 2012, CNN Image Classification.

Team of : 1 **Project Status** : Completed

Description: Aadhaar masking is a process of classifying document and identifying Aadhaar number in document submitted by customer while enrolling for policy. Once the Aadhaar number is identified same gets masked.
- 7. Project Name : Face Attendance System**

Technology : Angular 9, Python, Flask API, Azure SQL Server 2017, Azure Web App, Cognitive Face API

Team of : 1 **Project Status** : Completed

Description: Attendance system powered the employee to clock in & out from anywhere using attendance portal within geo fencing. It uses GPS information ensuring the right employee is at the right place to work. Attendance app built-in with face recognition technology to check & verify the employee face. So no need to worry about fake or buddy clocking.
- 8. Project Name : Customer Face Recognition**

Technology : Python, Flask API, Azure SQL Server 2017, Azure Web App, Cognitive Face API

Team of : 1 **Project Status** : Completed

Description: In this solution, the customer uploads a copy of his/her government issued identity proof and at the same time, uploads a short video of himself/herself performing a specific task assigned by the system. The tasks may be very simple and including things like – moving face in a specific manner. Using this short video our training module are updated. In case the same customer visit branch, it makes easy to BOE to identify the customer.

Tasks

- Detect and compare customer faces to identify the existing customer.
- Identify previously tagged people in images
- Run locally on-premises or in the cloud
- Ensured high quality code by using pair programming approach

9. Project Name : Omni eApp (Paperless process)

Technology : WEB API, SQL Server 2012

Team of : 8

Project Status : Completed

Description: Omni Application is a paperless solution for new business process which is used by agents and partners to sell insurance. Omni application is available in platform like Mobile app; Web based application and Windows Application.

Tasks

- Understand the requirement of Omni and provide solution to their queries.
- Role in this project is to lead development team and coordinate with the cognizant development team, BA and FGLI development team.
- Analysis, Develop and help CTS team to integrate the API integration to sync data in FGLI staging.
- Identified problems and formulated alternative solutions
- Worked with program managers and other team members
- Collaborated with other parts of product development team
- Ensured high quality code by using pair programming approach

10. Project Name : URL Shorter

Technology : Python, Flask API, Azure SQL Server 2017, Azure Web App

Team of : 1

Project Status : Completed

Description: In this solution, the customer uploads a copy of his/her government issued identity proof and at the same time, uploads a short video of himself/herself performing a specific task assigned by the system. The tasks may be very simple and including things like – moving face in a specific manner, rolling the tongue out, etc. Using this short video our training module are updated. In case the same customer visit branch, it makes easy to BOE to identify the customer.

Tasks

- Shorten your URL so it's ready to be shared everywhere
- Analytics help you know where your clicks are coming from People
- Understand and visualize your audience.

11. Project Name : Aadhaar Vault

Technology : WCF C#, WEB API, SQL Server 2012

Duration : 4 Months

Description: Aadhaar number has been identified as “Identity Information” under the Aadhaar Act 2016 and can uniquely identify residents in India. Since Aadhaar number is a lifetime identity for Indians and shall be used to avail various services including services involving financial transactions, unauthorized access to Aadhaar number can be misused.

Tasks

- Implement the Aadhaar vault as per the UIDAI guideline.

12. Project Name : eNACH (Electronic National Automated Clearing House)

Technology : AngularJS, ASP.NET Web API, SQL Server 2012, Bootstrap CSS

Duration : 3 Months

Description: eNACH is the electronic process of helping the banks, financial institutions and other government bodies to provide automated payment services. Once the user signs the eNACH or electronic NACH form, he gives the permission to the concerned authority to debit the said amount from his bank every fixed day of the month.

Tasks

- Implement the Aadhaar eNach process and upgrading to latest version as per the CCA guideline.
- Understanding the security guideline of eSign and secure the request and response using public and private key.

13. Project Name : eSign**Technology : WCF C#, WEB API, SQL Server 2012****Duration : 3 Months**

Description: eSign is an online electronic signature service that can facilitate an Aadhaar holder to digitally sign a document. An Aadhaar holder can now sign a document after Biometric/One Time Password authentication thus requiring no paper based application form or documents. Authentication of the signer will be carried out by the e-KYC services of UIDAI and on successful authentication

Features of eSign

- Easy and secure way to digitally sign document anywhere, anytime
- Facilitates legally valid signatures
- Flexible and easy to implement
- Privacy of the signer is maintained
- Secure online service is used
- Immediate destruction of keys after usage

14. Project Name : Aadhaar Ekyc Service**Technology : WCF C#, WEB API, SQL Server 2012****Duration : 2 Months**

Description: eKYC service, which enables a resident having an Aadhaar number to share their demographic information and photograph with a UIDAI partner organization in an online, secure, auditable manner with the residents consent. The consent by the resident can be give via a Biometric authentication or a One Time Password (OTP) authentication.

Tasks

- Implement the Aadhaar Ekyc Service and upgrading to latest version as per the UIDAI guideline.
- Understanding the security guideline of Ekyc and secure the request and response using public and private key.

15. Project Name : Premium Calculator**Technology : AngularJS, ASP.NET Web API, SQL Server 2012, Bootstrap CSS****Duration : 3 months**

Description: Online Premium calculator serves as a single Portal for Traditional and Ulip products quotation & issuance. Online Premium calculator portal is used by field agent to calculate premium and download Sales illustration for product which customer want to buy. In this portal customer can be able to buy products, pay first premium and can be able to take medical appointment if medical for policy is generated.

16. Project Name : PayTM Service**Technology : WCF C#, SQL Server 2012****Duration : 5 weeks****Description : PayTM Service which enable to customer to pay premium using Paytm portal and App.****Tasks**

- Developed a service which is consumed by PayTM portal and App which enable the customer to pay premium through paytm application.
- Once the payment is received to the PayTM, they sync the transaction details to Bank Renewal system which generate receipt in Life Asia and send Renewal receipt email to customer as a acknowledge .

17. Project Name : Bank Renewal Receipting**Technology : WCF C#, SQL Server 2012, Console Application****Duration : 6 months**

Description : Payment Assistance Team was doing Renewal Receipting creation manually. Auto Receipting made the process easy, it's automatically create a receipt in the backend.

Tasks

- Developed a service which help the bank system to take offline premium payment from customer by implement this service in bank application.
- Developed a service for getting policy detail from life Asia system (DB2 System) at real time.

18. Project Name : Interactive voice response (IVR) Service

Technology : Web service C#, SQL Server 2012

Duration : 2 months

Description : IVR service Roles of my in this individual project was to create a web service which will be consumed by the TCS So that they can connect their IVR System into our system. Once the call is closed SMS is Send to customer and Call logging is done in FG connect system.

Tasks

- Developed a robust service that takes input from the customer on call and provide service on the basis of customer request e.g. Nearest branch , NAV , Policy Status etc.
- Communication with TCS Developer team and FG Business team throughout the development phase and develop service as per the business logic.

Other Project Handled

- **HR Portal:** HR portal to be used by internal employees and new joiner employee which helps HR team to streamline recruitment process. Main purpose of this portal is to provide current vacancies & Internal Job Posting (IJP) related information to employees of the organization.
- **Communication Project:** In this module email and sms is triggered to the customer every day for every touch point e.g. Policy Surrender email and sms, Policy Maturity email and sms etc.
- **Group Policy Portal:** Group operation team upload the customer details excel in this uploader. COI in pdf format is mail to customer along with sms with link to download COI online by using OTP based verification

Internship

- Successfully Completed Internship at “Adonta Mobility Solution Private Limited (Moojic)” as a developer (Web Development and Android) and Internship period was 2 month.

Professional Certifications

- Machine Learning an online non-credit course authorized by Stanford University and offered through Coursera (Score 97 %),April 2020
- Certified Microsoft azure fundamental az-900, (Score 893), Jan 2020
- Python programming certified from Simpliv, Dec 2018
- Oracle Certified Professional Java Programmer (OCPJP ,Score 80%) ,2014
- COBIT 5 Foundation Certified.
- Maharashtra State Certificate in Information Technology (MS-CIT) with 82%.

Awards And Achievements:

- Quarter 4 Vijeta Award [Oct – December 2019] for completing Aadhaar masking of the document.
- Quarter 1 Vijeta Award [Jan – march 2017] for creation of a Prelogin receipting website to collect online premium for customer and book medical appointments , thus saving time for policy processing .
- CEO Vijeta Award for H2 (July-Dec) 2016 for contributing in development of e-KYC service enabling paperless customer verification. Using this service, a customer can be validated using Aadhaar number, Biometric, IRIS and demographic.
- CEO Vijeta Award for H1 (Jan-Jun) 2016 for playing a key role in development of IVR and enhancing customer experience.
- Won 1st Prize in java Coding competition “Proquest” In tech fest “KJSEIT” , Sion ,2013
- Successfully organised many events in junior and degree college 2012

Co-Curricular Activities

- Participated in project competition on topic “Solar Portable Charger” in *Nirmaan IIT* and *NOVA in Shree L R Tiwari College of Engineering* ,2013
- Submitted a Technical Proposal on “Water Conservation” as a part of the S.E. course 2012-2013
- Participated as a volunteer in all the activities of Shree L.R.Tiwari College Of Engineering
- Participated in Inter college project on ‘Best out of Waste’ in HSC, 2010-2011

Personal Information

Name : Pramod Omprakash Gupta
Birth Date : 21st Oct, 1992
Father's Name : Omprakash Ramroop Gupta
Gender : Male
Marital Status : Married
Hobbies : Trekking, Travelling, Bike riding
Languages Known : English, Hindi and Marathi
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