Gouthum

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Education

Bhandarkars Arts and Science College Kundapura, Karnataka

Bachelor of Computer Application *2016 – 2019*

- Relevant Coursework: C, C++, Java, Javascript, Vb.net, Asp.net, Html, Css, Excel, SQl, MySql, Python, NoSql, R, PowerBi, Tableu, Machine Learning, Maths and Statistics, Artificial Intelligence, Deep Learning, NLP

Professional Experience

Technical Support Engineer November 2021 - October 2023

Glowtouch Technologies *Mangalore, Karnataka*

- Delivered specialized technical support through chat, resolving over 7,000 customer issues related to website functionality, hosting configurations, and email setup, while managing up to 4 concurrent chats with a CSAT score exceeding 4.7.
- Performed diagnostics and troubleshooting for FTP connections, DNS configurations, and SSL certificate implementations, maintaining an average handle time (AHT) of under 1,250 seconds to ensure high system availability and optimal performance.

Epub Operator June 2020 - September 2021

Bit9 Business Solutions Pvt Ltd *Kundapura, Karnataka*

- Convert and format 550 + documents into EPUB files, ensuring compliance with industry standards and correct layout, while conducting thorough quality checks to resolve any formatting issues.
- Manage and implement metadata within EPUB files to facilitate accurate indexing, searchability, and cataloging

Claims Adjudicator July 2019 - April 2020

Hinduja Global Solutions *Bangalore, Karnataka*

- Evaluated and processed 175+ claims, managed appeals,and ensured compliance with guidelines for accurate adjudication.
- Prepared reports, verified invoices, and maintained document integrity to ensure 94 percentage of accuracy.

Technical Skills

- **Data Analysis and Visualization**: MS Excel, Power BI, Tableau, and R for data analysis, visualization, and creating interactive dashboards
- **Database Management**: MySQL, NoSQL databases for data extraction, manipulation, and querying large datasets
- **Programming for Data Science**: Python and R for data analysis including libraries like Pandas, NumPy, and Matplotlib
- **Statistics and Probability**: Statistical concepts, probability, and data interpretation techniques
- **Data Preprocessing**: Data cleaning, normalization, and transformation for analysis and modeling
- **Machine Learning**: Supervised and unsupervised learning algorithms, model training, evaluation, and feature engineering
- **Data Engineering**: Data pipelines, ETL processes, and data integration for comprehensive analytics solutions
- **Natural Language Processing (NLP)**: Text analysis, sentiment analysis, and language modeling techniques
- **Deep Learning and AI**: Exposure to deep learning frameworks and basic AI concepts for predictive modeling

Soft Skills

Critical Thinking and Problem-Solving,Continuous Learning, Adaptibility, Time Management

Certifications

- Earned certification in Data Science from UpGrad
- UpGrad Data Science Hackathon Certificate acknowledging practical skills in data science and machine learning

Projects

Credit Card Fraud Detection: | *Capstone Project*

Developed a predictive model to detect fraudulent credit card transactions using Logistic Regression, Decision Tree, and XGBoost. Addressed class imbalance with SMOTE and fine-tuned hyperparameters to optimize performance. Achieved an ROC-AUC score of 0.97 on test data and deployed the solution via a Streamlit app for real-time detection, incorporating detailed exploratory data analysis and model evaluation for accuracy..

Ecommerce Product Categorization | *Hackathon Project*

The project aims to build a robust multi-class classification system for accurately predicting product categories on e-commerce platforms. By leveraging Machine Learning and Deep Learning techniques, the model enhances product searchability,inventory management, and personalized recommendations. This improves customer experience, operational efficiency, and strategic decision-making, providing a competitive edge for e-commerce businesses.

Duplicate Question Detection | *Independent Project*

This project leverages Bag of Words (BoW) and a Random Forest classifier to predict semantic similarity between question pairs. Feature engineering, including word overlap and question length, enhances the model's predictive accuracy.