**Munish Kaushik**

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**Skill Summary:**

* 12+ years of experience in IT industry. Around 3+ years of experience in Analytics, Modelling, Machine Learning & Big Data Technologies in mission critical applications.
* Passionate about applying skills for data analysis. Hands on experience with analytics and big data technologies.
* Extensive experience in Analytics, Automation, Software Development, Project planning & execution & Agile implementation.
* IBM CSC Alumni, Worked with Ministry of Health & Social Science (Govt of Tanzania) to suggest changes to their Health Policy for 2020.
* Submitted 2 disclosures in 2015, published on IP.com
* Expertise in automation penetration to reduce manual efforts. Implemented “Cognitive assistant” for ticket resolution.
* Strong Business analytical, Project management, Change management, Leadership and Customer relationship skills.
* Expertise in setting up new teams and transitioning projects to offshore locations.
* Experience in managing complex projects/programs & leading multivendor teams
* In-depth experience of large scale development and maintenance projects covering all phases of the software development life cycle.
* Proven expertise in designing solutions based on different architectural approaches like SOA, Domain Driven Design, Agile etc.

**Education**

* Pursuing Certificate program in **Big Data Analytics from IIM Bangalore** (2016-2017)
* Master of Computer Application from Kurukshetra University, India, 2004.
* Bachelor in Computer Applications from Panjab University, India, 2001

**Employment History**

* IBM Global Services Oct 2006 – To date – First Line Manager/Business Area Manager
* HCL Technologies Ltd Apr 2006 – Oct 2006 - Software Engineer.
* IT Factory India Pvt Ltd. Oct 2004- Apr 2006 Software Engineer

**Data Analysis Skills Summary**

* Machine Learning/Supervised and Unsupervised Learning
  + Regressions like Linear, Logistic Regression, Ridge, Lasso etc.
  + Clustering/Segmentation, Association Rules, Recommendation Engines
  + Network Analytics, Dimension reduction techniques
  + SVM, Decision Trees, Random Forest, Bagging and Boosting
  + Classification algorithms
* Optimization techniques
  + Linear/Nonlinear/Goal/Integer Programming
  + Assignment, Transportation and maximal flow etc.
* Statistical Analysis, Data Collection techniques, Simulation
* Text Analytics, Sentiment Analysis (at basic level)
* Analytics for specific domains
  + Digital and Social Media Analytics
  + Customer Analytics
* Programming languages used for analysis - R, Python, Pyspark, Shiny R, Bokeh

**EXPEREINCE:**

**Capstone Project for IIM, Bangalore Big Data Analytics programme (duration 6 months)**

**Client** – A large public transport organization

Developing a prediction model for transport dynamic arrival times at its designated stops keeping network congestion in play & route optimization algorithm for a large public transport organization. It’s a complex implementation since data is coming from automated sensors and we are dealing with approximately 1 billion rows of data for every month, on an aggregate of 1 year of data (12 billion rows approx.) in distributed HDFS environment. We are using Python bokeh to map the entire transport network on Google Maps.

**Technologies** – Pyspark, Python Bokeh, Hive, HDFS, Shiny R

**Oct’ 06 – Till date, IBM Global Services**

* **Created a Ticket and Sev1 prediction model** to predict the times a Sev1 will be reported. Models created using different Machine learning algorithms. Multiple models are selected after assessing and comparing performance since the modelling process will be automated. Sev1 prediction application would use ensemble of the models selected based on the current data. Python is used for modelling as well for GUI (for input/output) purposes.
* **Text Analytics using Watson API** to help BPs (Business Partners) on customer behavior in future. Implemented into CRM system.
* **RFM (Recency, Frequency & Monetary) Analysis for** a major retail client. Clustering of customers based on RFM Analysis.
* **Loan Default prediction implementation for** a large public sector bank.
* Delivered multiple applications on IBM MobileFirst platform.
* Led multiple automations to reduce running cost of the BAU & also effectively reducing the HC on support projects.
* Led teams across broad technical, financial, business and quality disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
* Successfully managing entire Sales Tower applications for IBM CIO with over 80,000 active users globally.
* Have led one the largest Siebel CRM implementations in the Industry with over 80% customization & 70,000 users globally.
* Location focal for leading the Agile Implementation for the account.
* Reporting directly to CIO office for Application status, issues & Challenges.
* Delivered new and complex high quality process to clients in response to varying business requirements. Optimized requirement tracking process which helped client to improve overall quality time by 25%.
* Maintain and track all project financials /cost (Labor and Non- Labor). Responsibility for updating cost sheet and providing financial data to higher management.
* Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.
* Responsible for effective communication between the project teams and the customer. Provide directions to the project team and regular status to the customer.
* Establish Quality Procedure for the team and continuously monitor and audit to ensure team meets quality goals.
* Directed in Quality assurance, Risk, Scope and change management
* Project tracking and reporting project status/metrics to the customer, higher management and various stakeholders at executive level.

**Clients Served**

* + IBM Global Account
  + Mobily
  + Diamler
  + FIAT
  + Hero
  + Alstom

**Tool/Technology used in projects** – **Machine Learning, Regression (Linear & Logistic), Clustering/Segmentation, Association Rules, Recommendation Engines, Dimension Reduction Techniques, R, Python**, Siebel CRM, SugarCRM, IBM Mobile First, RTC, IBM Rational Software Architecture, IBM Rational Clearcase, IBM Rational ClearQuest, IBM WebSphere ILog, Middleware / Rules Engine, Lotus Notes 7.0

**Project Management Tools:** Microsoft Project, Rational Portfolio manager 7.0, IBM Rational Team Concert 3.0.1, RADAR tool for defect prevention, Work product inspection, Visio

**Apr 06 – Oct 06, Software Engineer HCL Tech. Gurgaon India**

As a Software Engineer in HCL Technologies I was responsible for Designing, implementation and testing of groupware applications and mentoring of junior resources

* Convert business requirements to technical requirement and design. Developed use case models, UML class diagram and sequence diagram.
* Implemented AJAX on LN address book for the client. Received appreciation & award for the same.
* Member of technical panel for Groupware recruitments.
* Involvement in development of reusable components for Groupware components.
* Involved in High level design, Low level design and code development.
* Liaising with the testers and business analysts for timely and successful completion of testing scripts and quick resolution of issues arising during system and user acceptance testing

**Clients Served -**

* + Skyworks Solutions Inc., USA

**Tool/Technology used in projects -** Lotus Domino, Lotus Notes R.5/5.x/R.6/6.x/7, Lotus Workplace Web Content Management (Aptrix), Lotus Script, Lotus Formula, Lotus Workflow ,Domino .Doc, LEI,JCO(Java Connectors for Lotus Notes and SAP Integration), Java, C, XML, WSDL

**Project Management Tools:** Microsoft Project 7.0

**Oct 04 – Apr 06, Software Engineer IT Factory India Pvt Ltd, India**

As a Software Engineer I was responsible for Analysis, Planning, designing and testing of core software functionality for ITF Business suite. Worked on the most complex Project Management module which included integration with MS Project & also developing components for critical things like Timesheet, Gantt Chart in Delphi to be used in LN

**Tool/Technology used in projects –** Lotus Domino, Lotus Notes R.5/5.x/R.6/6.x, Delphi, Java, IBM Websphere Portlet builder factory

**Certifications and Awards**

* IBM CSC Alumni, Tanzania Team 7
* Won the prestigious Eminence & Excellence award for excellence in innovation & Project Management multiple times.
* EXIN Cloud computing foundation certification (CLOUDF).
* PMI ACP, Prince2 Practitioner, Prince2 Agile, CSM,CSPO, CDA, SAFe 4.0 Agilist, CSQA, IBM MobileFirst
* IBM Certified IT Specialist & ITS Pack Review Board Member for India/SA AITS capability since 2009.
* IBM Service Recognition award in 2013.
* IBM Certified SOA associate, 2008.
* IBM Certified database associate-DB2 Universal database V8.1, 2007
* LOT-756 Web Services using Lotus Notes applications, 2007.
* Principal Certified Lotus Programmer 6/6.5/7, 2005.

**Training /Education**

* Planning Agile Project Release and Iterations
* Taste of Agile by Phil Abernathy
* Cloud computing Foundation, DevOps
* Agile Project Management Leadership and Behaviors
* Project Risk & Quality Management
* Project Management Orientation.
* Change Management for projects
* Financial Management for Project Managers –Distributed Learning
* Preparing a Business Case
* Shift to Value Driven Proposals