Indrajit Singh

Lead Data Scientist

Enthusiastic AI Researcher eager to contribute to team success through smart work, attention to detail and excellent organizational skills. Clear understanding of NLP and Deep Learning concepts . Motivated to learn, grow and excel in Technology.

Contact

Address
Bangalore, KA, 560076

Phone
959 118 2659

E-mail
indrajitsingh37@gmail.com

LinkedIn
https://www.linkedin.com/in/indrajitsinghds

Twitter
https://twitter.com/Indrajitsingh3

Github Profile
https://github.com/IsinghGitHub

Skills

Skill	Level
Compassion	■■■■□
NLP	■■■■■
Python	■■■■□
Data Mining	■■■■□
Data Structure	■■■■■
Machine Learning	■■■■■
Research & Data Collection	■■■■■

Work History

2021-04 - Current

Lead Data Scientist

Eclerx,Pune, Maharashtra

- Leading VoiceAi and TextAi at Eclerx as a SME.
- Working on several NLP based projects such as Voice Sentiment Prediction, Net Promoter Score prediction model etc.
- Collaborate with different stakeholders to plan, scope and build industry leading AI solutions.
- Experience working on latest technologies in Deep Learning such as Deep Speech, Roberta , BERT Sentiment Analyzer, DeepMacher etc.
- Hands experience building (GEC) Grammar Error Correct solutions for a client using API based tools.
- Guiding team members to accelerate development , provide necessary suggestions during daily scrum meetings or weekly one-on-one's.
- Provide training to different teams and enable them to understand and work on data science projects.

2018-12 - 03-2021

NLP Research (Unpaid-Professional Learning)

CellStrat, Bangalore, KA

- Collaborated with Cellstrat AI Lab on AI and NLP Research methods as Intern and later as NLP Team Lead for the last 2+ years.
- Having more than 3+ years of experience working on NLP and Deep Learning based models.
- Experience building state of art models using Deep Learning such as Questions Answering System, Text Summarizer, TTS .

Math ■■■■■

Languages

English ■■■■■

Hindi ■■■■■

Bengali ■■■■■

- Developed and implemented high performance QA models having more than 93% accuracy and less than 8 seconds or response time for Pharma, Retail and Automobile sector farms using ALBERT and BERT based models.
- Recently published research paper on BERT - Algorithm Behind Better Search Engines under CellStrat.
- Implemented Abstract Text Summarization using LSTM.
- Worked on Named Entity Recognition on CRM log
  data using CRFsuite and LSTM.
- Recently I worked on a Kaggle note book for GitHub Bugs Prediction using BERT.
- Done Master's Thesis & Research on RNTN algorithm and its different use cases using Stanford NLP, CoreNLP.
- Experience working on Dimensionality reduction using Auto Encoders on W2V Representation and T-SNE Visualization.
- Used classification models (Naïve Byes & Maximum
  Entropy algorithm) to classify data from different sources (JSON, XML, Flat File, Relational)

2020-07 - Current	**Senior Customer Success Engineer**

Fivetran, Bangalore, KA

- Established a Quality-driven approach to deliver excellent customer satisfaction by ensuring three key things - Understand | Empathize | Solve.
- Achieved 100% Customer Experience Score in the last two quarters on my new role.
- Able to achieve > 97% SLA for resolving customer issues including P1, P2 incidents.
- Excellent understanding of data pipelines, data flow, and data warehousing techniques and tools on on-premise and cloud platforms such as AWS, GCP, Kubernetes.
- Able to master the core analytics connectors such as (Google Analytics, LinkedIn Ads, Facebook Ads, Google Ads, etc) in a quarter and handle 30% of the analytics and API-related issues for the whole team.
- Ability to handle, troubleshoot, debug and provide an effective solution for 10-15% of the global level escalations.

- Experience troubleshooting issues on GCP platforms using stack driver logs, on AWS using cloud watch logs, etc.
- Confident, enthusiastic, and experienced Senior Customer Success Engineer having technical expertise in ETL pipelines using Cloud Databases (MySQL, Snowflake, PostgreSQL, MongoDB, etc), ETL pipelines.

2018-03 - 2020-06

Senior Software Engineer

Informatica Corporation, Bangalore, KA

- Built an outstanding and dynamic team of Application engineers and product specialists which significantly boosted overall success of organization.
- Experience on troubleshooting IDQ platform and Complex product issues deployed on Cloud servers.
- Experience in working on Cloud Data Quality and Microservices platform for analyzing data.
- Worked on log analyzer for creating summarized format for end users to understand complex log data.
- Used sentiment analysis for understanding customer communications and alerting end users.
- Data Quality: Implemented machine learning advanced Algorithms (Bigram, Edit Distance etc.), token labeling, regular expressions to remove duplicates, nulls, and errors in data.
- Also built complex rules to find correlation between different data fields using Probabilistic Fuzzy Matching algorithms.
- Designed Data Quality course modules for new engineers in the team.
- Provide training and guidance to team members, Maintained more than 99% SLA for customer issues and provided accurate solutions and workarounds needed.
- Gained expert level understanding of various Linux and Unix servers, specifically RHEL/CentOS/AIX/Ubuntu.
- Demonstrable knowledge of TCP/IP, HTTP, web application security, and experience supporting multi-tier web application architectures.
- Designed and implemented a complete ETL process using Informatica Power Center, Data Quality and BDM.

- Used SQL queries and Data Modeling techniques to create robust and efficient systems.
- Excellent understanding of Hadoop ecosystem and Architecture, modeling techniques, with hands-on experience in Linux Shell Scripting, Big Data distributions Cloudera, Hortonworks.
- Have Good knowledge of Unix Scripting and implementation on AWS, Hadoop and Informatica ETL environment.
- Worked closely with other business analysts, development teams and infrastructure specialists to deliver high availability solutions for mission-critical customers.

2012-09 - 2018-03

Application Engineer

Informatica Corporation, Bangalore, KA

- Solving skills to understand and reproduce product behaviors to determine problem root-cause(s), issue work-around and solutions.
- Great experience in working on large enterprise applications on various operating systems, databases and ecosystems.
- Work closely across departments to reproduce customer's scenarios and test EBF, FR and CR's in a timely manner.
- Worked on NoSQL/SQL large data stores upon multi-stage data pipelines for resolving customer issues.
- Experience in suggesting customers plan their server capacity including ongoing monitoring and server resource consumption to avoid any critical failure.
- Answered over 1000+ customer phone,email and web inquiries daily, increasing end-user satisfaction rates 94%.
- Hand hold the customer to become a Trusted Adviser from On-Boarding till their Go-Live and recommend the appropriate Support Entitlement meeting their Business Needs.

Education

2016-06 - 2018-08

M.Tech: Data Analytics

Birla Institute Of Technology - Pilani

- Dissertation: Recurrent Neural Tensor Network for Predictive Escalation

2008-07 -
2012-07

B.Tech: Information Technology
West Bengal University Of Technology - Durgapur

2006-07 -
2008-07

High School Diploma
Kamalpur Netaji High School - West Bengal