Indrajit Singh

Lead Data Scientist

Enthusiastic Software Engineer having 10+ years of experience. Eager to contribute to team success through smart work, attention to detail and excellent organizational skills. A clear understanding of NLP and Deep Learning concepts. Data Engineer veteran. Motivated to learn, grow and excel in Technology.

Contact

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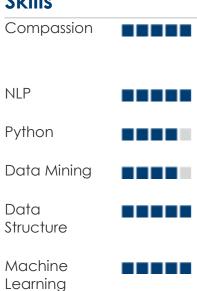**Twitter**
https://twitter.com/Indrajitsingh3

GitHub Profile
https://github.com/IsinghGitHub

WANT TO KNOW MORE
https://indrajitsingh.dorik.io/

Skills

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

Work History

2021-04 - Current

Lead Data Scientist

eClerx, Pune, Maharashtra

- Leading VoiceAi and TextAi solutions at eClerx as an SME for the past 1 year.
- Brought current speech to text model accuracy from **67% to 89%** using better data quality audit and model training.
- Optimized AutoQa code performance from 1 chat file in 1.5 **minutes to 5 seconds** on a
- basic CPU machine.
- Build an end-to-end GEC (Grammar Checker Tool) for an internal client single-handedly.
- Built a POC and won **1M deal** on ecommerce recommendation engine for product SKUs on client's top competitors.
- Managing & guiding a **team of 6+** Data Scientists/Analysts on critical problem solving on AutoQa, Speech and general model building approach for VoiceAi.
- Providing consultations for more than 30+ projects at eClerx on project mapping, scoping, right model selection, optimized approach and solutions.
- Performing some of the managerial tasks such collaborating with multiple stakeholders, team members for requirement explanation, data gathering, permission etc.
- Publishing white papers at organization & competing in various organization level Analytics, Data Visualization, Data Science challenges to empower, educate everyone about data and its business importance.
- Providing training on data engineering (AWS, GCP model deployment), and data science (insights & recommendation) for all eClerx.

Research & Data Collection ■■■■■

Math ■■■■■

Education

2016-06 - M.Tech: Data
2018-08 Analytics
Birla Institute
of
Technology -
Pilani
- Dissertation: Recurrent Neural Tensor Network for Predictive Escalation

2008-07 - B. Tech:
2012-07 Information
Technology
West Bengal
University Of
Technology -
Durgapur

2006-07 - High School
2008-07 Diploma
Kamalpur
Netaji High
School –
West Bengal

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 for 2+ Years.
- Built state of art models using Deep Learning such as Questions Answering System, Text Summarizer, and TTS.
- 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.
- Built Abstract Text Summarization using LSTM. Worked on NER on CRM log data using CRFsuite and LSTM.
- Worked on a Kaggle notebook for GitHub Bugs Prediction using BERT. Experience working on Dimensionality reduction using Auto Encoders on W2V Representation & Visualization

2020-07– 2021-04

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 in my new role.
- Able to achieve > 97% SLA for resolving customer issues including P1, and 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, and 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.

Achievements & Awards

- NLP Hackathon champion at Cellstrat.
- 2022- Blogathon Winner at eClerx.
- Multiple Kaggle competition winner.

Certifications

- Certified NLP expert.
- Accredited Informatica ETL Administrator and Developer Certification.
- 2022- RPA certified from University of Toronto.

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 the overall success of the organization.
- Experience in troubleshooting IDQ platform and Complex product issues deployed on Cloud servers.
- Used sentiment analysis for understanding customer communications and alerting end-users.
- Data Quality: Implemented ML Algorithms (Bigram, Edit Distance etc.), token labelling, and regular expressions to remove duplicates, nulls, and errors in data.
- Designed Data Quality course modules for new engineers in the team.
- Designed and implemented a complete ETL process using Informatica Power Center, Data Quality and BDM.

2012-09 – 2018-03

Application Engineer
Informatica Corporation, Bangalore, KA

- Learned the right approach to understand, dissect and debug any critical customer problem.
- Got to understand and reproduce product behaviors to determine problem root-cause(s), issue work-around and solutions.
- Worked on large enterprise applications on various operating systems (Linux/Unix, Windows etc.), databases (MySQL, MS-SQL, Oracle, MongoDB, AWS Redshift etc.) and ecosystems.
- Worked on NoSQL/SQL large data stores upon multi-stage data pipelines for resolving customer issues.
- Closely worked with customers to 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%.
- Handhold the customer to become a Trusted Adviser from On-Boarding till their Go-Live.