



RAHUL MALIK

NLP Data Scientist

CONTACT

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[LinkedIn](#) 

[Github](#) 

EDUCATION

PhD

Natural Language Processing (NLP)

University of Maryland

College Park, MD

/ September 2010 - April 2016

B.S.

Statistics

Princeton University

Princeton, NJ

/ September 2006 - April 2010

SKILLS

Python (NumPy, Pandas, Scikit-learn,
Keras, Flask)

SQL (MySQL, Postgres)

Git

Time Series Forecasting

Productionizing Models

Recommendation Engines

Customer Segmentation

AWS

NLP

WORK EXPERIENCE

NLP Data Scientist

Amazon / May 2018 - current / New York, NY

- Deconstructed item descriptions in the "home care" category to predict which features of a given product were most likely to be relevant to a given customer resulting in a lift in conversion rate of 3%
- Built an automated system to predict whether a given review was likely to be from a real user leading to a reduction in "fake" reviews of 9%
- Analyzed the quality of customer service responses online for worst performing vendors to help reduce their return rates by 7%
- Mentored 2 junior data scientists

Data Scientist

Priceline / April 2016 - May 2018 / New York, NY

- Built a price sensitivity model to offer lower pricing for room inventory unlikely to be booked resulting in a decrease in room vacancy of 14%
- Performed sentiment analysis to surface reviews most likely to be relevant to a given user for a given room to increase booking rate by 5%
- Worked alongside product managers to construct query to identify customers who abandoned their shopping cart leading to an email sequence that improved conversion rate by 11%
- Streamlined feature selection for model to predict likelihood of a customer to re-book on Priceline which saved over 25 hours of manual work each month

Data Scientist Internship

Microsoft / April 2015 - April 2016 / New York, NY

- Analyzed anonymous employee performance reviews to identify regular areas for improvement for engineers leading to actionable feedback for over 150 engineers
- Worked with customer success team to understand feedback on Azure product for small businesses to improve the on-boarding experience and increase customer adoption rate by 12%
- Built a model to predict whether a given customer was satisfied with their customer success experience resulting in improved CS coaching and 4% fewer customer complaints