

ANUPAM SHARMA

GCP Certified Data Scientist | Delhi, India | +91-7838166910 | Anupam30nov@gmail.com



SUMMARY

GCP-certified Data Science and Machine Learning professional with over 6 years of experience across startups and MNCs. Specializing in the healthcare domain, I have led projects that leverage cloud-based solutions, generative AI, and machine learning to deliver impactful business outcomes. Skilled in creating scalable data pipelines, dynamic dashboards, and predictive models to drive data-driven insights for stakeholders, experienced in using generative AI for automating and enhancing decision-making.

TECHNICAL SKILLS

- **Programming Languages:** Python, SQL, Pandas, Numpy, Machine Learning (XGBoost, Random Forest, Light GBM)
- **Cloud Platforms:** GCP (BigQuery, Vertex AI, Cloud Storage, Jenkins, Airflow)
- **ETL & Data Processing:** Hive, SQL, Pandas, GCP Pipelines
- **BI & Visualization:** Power BI, Tableau, Streamlit, Voila, Looker Studio
- **Generative AI:** Langchain, Llama-index, RAG's, Chatbots
- **Certifications:** Google Cloud Platform Associate Cloud Engineer (GCP ACE)

PROFESSIONAL EXPERIENCE

Lead Assistant Manager | Data Science & Machine Learning

EXL Service Private Limited | Noida, India

Apr-2022 to Present

- Developed multiple chatbots using Generative AI techniques like Langchain, Llama index, RAG's and OpenAI Embedding to query and automate monotonous processes.
- Lead data science initiatives for a top-tier US healthcare insurer, applying machine learning to deliver predictive models for healthcare analytics.
- Developed and deployed predictive models using GCP's Vertex AI for forecasting drug transitions, enabling a success rate of 95% in conversions to formulary alternatives.
- Designed and managed scalable data pipelines and automated workflows using GCP technologies such as BigQuery and Airflow to support large-scale healthcare campaigns.
- Built dashboards using Streamlit, Voila, and Looker Studio to visualize data and present key metrics to stakeholders, aiding data-driven decision-making.

Business Analyst (Founder's Office)

TalbotForce Services Private Limited | Noida, India

Jul-2020 to Apr-2022

- Led data-driven projects focusing on resource optimization and operational efficiencies, leveraging machine learning models to deliver actionable business insights.
- Built dashboards using Power BI and Python to track operational performance

Business Analyst

Squadrun Solutions | Noida, India

Oct-2019 to Jul-2020

- Developed machine learning models for cohort analysis and predictive analytics in the real estate sector, improving client retention and sales performance.
- Created dashboards using Data Studio and Python to enhance decision making.

Technical Executive-Numerical Analytics | Delhi, India

Jun-2018 to Oct-2019

EDUCATION

- **Master of Operations Research and Statistics – University of Delhi | May 2018**
- **Bachelor of Statistics – University of Delhi | May 2016**

CERTIFICATIONS

- **Google Cloud Platform Associate Cloud Engineer (GCP ACE) – Nov 2023**
- **The Complete Python Developer – Udemy | Nov 2023**

GENERATIVE AI & AUTOMATION PROJECTS

- **Alchemist Chatbot:** Developed a RAG chatbot using Langchain to assist users with drug-related queries, including drug classification, dosage, and side effects. Utilized a synthetic dataset to enhance its versatility in handling diverse healthcare-related questions.
Technologies: Python, Langchain, Open AI LLM
- **Document Query Chatbot:** Created a RAG chatbot for customer care executives to query medical documents (PDFs, CSVs, Word) for retrieving key information efficiently. Reduced query resolution times by 40%, improving customer service experience.
Technologies: Python, Llama, Open AI LLM

KEY PROJECTS HANDLED

- **Transition Fill Rate of Non-Formulary Drugs (Predictive Analytics, ML):**
Led the development of a predictive model using Random Forest to identify members who could transition from non-formulary drugs to government-recommended alternatives. Achieved a 95% success rate in conversions, reduced the transition fill rate from 41% to 27%, and delivered cost savings of \$365K. Recommended the use of IVR outreach, with an 87% contact rate.
Technologies: SQL, Python, Vertex AI, Looker Studio, Voila, Streamlit
- **Application of Durable Medical Equipment (DME) for Arthritis (Data Analytics):**
Analyzed arthritis patient data to demonstrate the effectiveness of DME in delaying surgeries by up to 91 days. Results showed that timely use of knee braces and assistive devices could delay or prevent surgery altogether. This analysis informed outreach campaigns that promoted DME use.
Technologies: SQL, Python, Power BI
- **Preventive Outreach for Sinusitis (ML, Automation):**
Built a machine learning model and SQL pipeline to identify and prioritize members at risk of sinusitis, developing a preventative outreach program. Automated the refresh of campaign data and performance tracking using Python and Airflow. Reduced surgery expenses from \$1M to \$800K through early intervention.
Technologies: SQL, Python, Cron Job, Streamlit, Voila

REFERENCES - Available upon request.