Monika Kumar

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QUALIFICATIONS PROFILE

Highly motivated **Data Analyst** with vast knowledge in interpreting, analysing, and reconciliation of structured and unstructured data, obtained from a variety of sources and making machine learning/Artificial intelligence modelling for predictive analysis.

- **Data Analysis**: Performed statistical analysis of data which includes Correlation, Logistic regression, Anova test, Hypothesis testing, outlier detection etc using R, Python, SAS and SPSS software for structured data and unstructured data.

- **Programming Support:** Excel at creating data driven systems and have experience in statistical programming, machine learning, NLP, AI, and data mining. Technology consultant talented at identifying emerging technologies that fully leverage the capabilities of existing databases. Worked extensively on Java, Python, Html, CSS, frontend and backend development.

- **Machine Learning Modelling:** Supervised, semi supervised and unsupervised machine learning using Python scikit learn and Amazon Machine learning. Good understanding of CNNs, RNNs, reinforcement learning.

- **Artificial Intelligence:** Staying up to date and informed about breakthrough artificial intelligence(AI) technologies with the potential to transform business, the workforce or consumer experience. Experience working with AI technologies specially machine learning, NLP.

- **Natural Language Processing:** Text analysis and text pre-processing which includes noise removal, lexicon normalisation (stemming and lemmatization), and object standardization (acronyms, slangs handling). spell checking and sentiment analysis. Demonstrated experience with NLP tolls (NLTK, Stanford coreNLP etc), ML libraries (scikit-learn, Weka, etc) and DL frameworks (Keras, TensorFlow, etc).

Core Technologies:

Programming Languages:	Java, Python, R, HTML, CSS, JavaScript, D3.js
Database:	SQL Server, MYSQL, HBase
Data Analysis Tools:	SPSS, SAS, Tableau, Anaconda, R Studio, WEKA, Open Refine, Google Fusion Tables, Hadoop,
Environments:	UNIX/Linux, Windows, MAC
Applications:	Eclipse IDE, VMWare workstation, Virtual box, Visual studio, IntelliJ, Jupyter Notebook
Amazon Web Services:	S3, AML, Polly, EC2, Boto, lambda, Lex, Translate, Comprehend

EXPERIENCE HIGHLIGHTS

Webio, Dublin, Ireland

Developer, 10/2017 – Present

Tools & Technologies: Python, R, Java, Amazon Machine Learning, React, Redux, JavaScript, HTML, CSS, TypeScript

Manage inbound and outbound customer communications across all channels in a well-organized way by utilizing vast knowledge or guidance provided by artificial intelligence. Extensive experience in natural language processing which includes Linguistic data analysis, text data cleaning, removal of noise, spell checking, handling of short forms and lingos, and finally machine learning modelling for predictive analysis of propensity chatbots and profanity filters.

- Designed an artificial intelligence neural network - Propensity Chatbot to efficiently manage, prioritise, distribute, and respond to inbound customer messages.

- Facilitated call centres and large enterprises with Webio's Propensity Chatbots and profanity filters that managed millions of unstructured inbound messages regardless of channel, and have full AI driven customer conversations.

- Webio team (my team) has won this year's (2017) Credit and Collections Technology award in Innovation category.

- Webio was shortlisted in three categories: Innovation in Collections, Call Centre and Customer Engagement Solution.

- Webio outnumbered hundreds of companies from around the world to win a place on the prestigious Google Backbox Connect accelerator programme in Silicon Valley, California.

- The Webio team successfully launched Dublin's first Conversational Interface Conference -ConverCon™.

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<u>Deciphex</u>, Dublin, Ireland

Intern, 8/2017 – 9/2017

Tools & Technologies: Python, R, SPSS Software, MS Excel

Utilized Patholytix deep learning engine for classification of pathology whole slide images and high throughput training.

· Considered SPSS software and R programming for statistical analysis of pathology images and played a vigorous role in advancement of Patholytix Deep Learning Engine by deploying color normalization algorithm using python.

<u>International Maize and Wheat Improvement Centre</u>, Delhi, India

Intern, 6/2015 – 5/2016

Tools & Technologies: SAS Software

As part of Conservation agriculture project, analyzed data which helped thousands of farmers in increasing their crop production by crop rotation and minimum soil disturbance. In addition, it helped them to identify what environment is congenial for different crop.

· Concluded predictive analysis through samples of statistical analysis after data collection and data cleansing.

<u>Cognizant Technology Solutions,</u> Chennai, India

Programmer Analyst, 2/2013 – 4/2015

Tools & Technologies: Java, SQL, MS Excel, COBOL, DB2, CSF tool

Banking and financial data analysis, database design, formatting of fields according to the requirement. Crafted document designs for all rewarded modules and part of complete software development life cycle.

· Performed working on a project which considered Customer Relationship Statement for generating credit card statements, as well as newsletters for American Express customers.

· Client Appreciation for Best Design of Membership Reward Statement.

· Singlehandedly managed Reward coupon and membership reward statements, their analysis, design, testing and implementation.

EDUCATION & CREDENTIALS

· **MSc. In Computing (Data Analytics, First Class Honours 1:1)**, Dublin City University, Ireland, 2017
· **Master of Computer Applications (First Class Honours 1:1)**, VIT University, India, 2012
· **Bachelor of Computer Applications (First Class Honours 1:1)**, Banasthali University, India, 2009
· **IBM-DB2,** Cognizant Certified Professional, 2013
· **Banking & Financial Services**, Cognizant Certified Professional, 2013
· **Projects:** Stock Market Prediction Using Sentiment Analysis **|** Cloud Virtual Machine Performance Testing

AWARD & DISTINCTIONS

· **Client Appreciation for Best Design of Membership Reward Statement**, 2013
· **Awarded 'Merit Scholarship' for best academic performance,** 2011, 2012, 2017