# NAGA RAGHAVENDRA, INDUKUR

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## EXECUTIVE SUMMARY

A **Machine Learning Engineer** with 5.5 years of experience in IT services, Banking, and Retail sectors. A data-driven professional who specializes in Deep Learning, Machine Learning, Natural Language Processing, and business analytics. Proven success in building Artificial Intelligence-driven solutions by leveraging the latest technologies.

## FUNCTIONAL/TECHNICAL EXPERTISE

* **Data-Driven Solutions**
* **Deep Learning**
* **Machine Learning**
* **Natural Language Processing (NLP)**
* **Data Engineer Solutions**
* **Business Communications**

## EXPERTISE DEMONSTRATED

### [Deloitte India (Office of the US)](https://www2.deloitte.com/us/en.html)

### Mar. 2021 – Present

*An Audit & IT firm provides service to clients across multiple sectors.*

**ML & Data Engineer (March 2021 - Present)**

Serves as ML & Data Engineer for Digital Heartbeat which is a vendor agnostic conversation design system and analytics platform. It’s Deloitte’s Industry and Technology IP on Top of our Vendor Partners. Heartbeat.ai is an insight-driven platform which formalizes the conversation design process with an integrated analytics framework, which supports operating and managing enterprise level deployments with reusable flow and NLU assets.

* **NLP Solutions:** Trained a topic modeler to abstract key categories from the conversational bot.
* **Data Pipeline solutions:** Design and integrate architecture to capture data from multiple sources and automate necessary data transformations in real-time.
* **Elasticsearch:** Handle text data generated from conversation bots, analyze process and index data into elastic search & store data in retrievable format.

### [Tata Consultancy Services](https://www.tcs.com/)

### Jan. 2017 – Mar. 2021

*An IT firm provides service to clients in Banking & Financial, Retail, and other various sectors.*

**Machine Learning Engineer (August 2018 – March 2021)**

Served as ML Engineer for a Banking client in the Firm, identifying opportunities to leverage data and develop AI-related business solutions. Design, develop, test, deploy, maintain, and improve ML models.

* **Data-Driven Solutions:** Design and deploy a Neural Network model, by leveraging customer E-mail information, to automate E-mail Classification. It has impacted the Retail business in the USA. This process has classified ~60,000 mails monthly and saved ~$1.5Mn annually for the client.
* **Model Training (Deep Learning / Machine Learning):** Research, train, and develop models on large datasets (Numerical, text) with over 90% accuracy. Engineered a fraud agent detector, to identify fraudulent transactions from logs of a transaction.
* **Big Data Tableau Dashboard Solution:** Design and Implement a data warehouse solution to build a dashboard utilizing PySpark, Hive, and Tableau to provide a one-stop solution for operations to monitor dataflow.
* **Natural Language Processing:** Conceptualized and implemented a sentiment analyzer with ~92% accuracy to enable the client to be informed about customer sentiment while providing service.

**Assistant System Engineer (January 2017 - July 2018)**

* **Data Analysis:** Uses Excel and data pulled from SQL databases to generate forecasts used to determine production levels for the Firm’s product lines, enabling the Firm to manage its inventory, lower input costs, and create data visualizations related to trends and performance.

## RELEVANT PROJECTS

**KYC Video Analytics**: Build a prototype, in this post-pandemic world to avoid contact-less KYC processing. Customers would share a video snippet recording themselves, introducing and sharing their identity cards. Developed a model to identify a face, extract audio, convert speech to text, locate verification cards, and extract their details from the video. Each data -point extracted can be validated with the existing database or maintain a database of each customer. Worked on this project by leveraging the Google Cloud Platform.

**Twitter Sentiment Analysis (Remote):** Trained an in-house sentiment Model, by extracting Twitter data to identify the sentiment of the tweet. Design a visual dashboard reflecting analysis of tweets either on id or topic. Deploy a production-ready REST API in Heroku.

## EDUCATION

**Bachelor of Technology (Electronics & Communications).** [Gitam University](https://www.gitam.edu/) (Visakhapatnam, IN) (2012 – 2016)

*Additional Professional Development:*

* [SQL for Data Science (Cert. #UC-0d78e064)](https://www.udemy.com/certificate/UC-0d78e064-b6ca-4b69-8712-0364e191e933/) – Udemy (2020)
* [Machine Learning and Data Science (Cert. #UC-380d77a6)](https://www.udemy.com/certificate/UC-380d77a6-f2c4-418b-9a7d-63ce6ba0f661/) – Udemy (2020)
* [Data Analysis with Pandas (Cert. #UC-DOULIWCA)](https://www.udemy.com/certificate/UC-DOULIWCA/) - Udemy(2018)

## OTHER RELEVANT INFORMATION

**Technical Skills:** Python, Tensorflow, Keras, Neural Networks, RNN, LSTM, BERT, Hugging Face, regression modeling, probability, statistics, algorithms, sci-kit learn, pandas, NumPy, GitHub, Flask, text classification, sentiment analysis, topic modeling, SQL, PySpark, HIVE, Hadoop, Model performance evaluation, Docker, Kubernetes.

**Awards:** Best Team Award—TCS (2019), Special Achievement Award—TCS (2018)

**Competition:** Citibank Hackathon CTRL-ALT-DEV, Finalist (top 7 of the 300 entries participated worldwide) (2020)