

# GAYATRI SHRINIVAS BALLARI

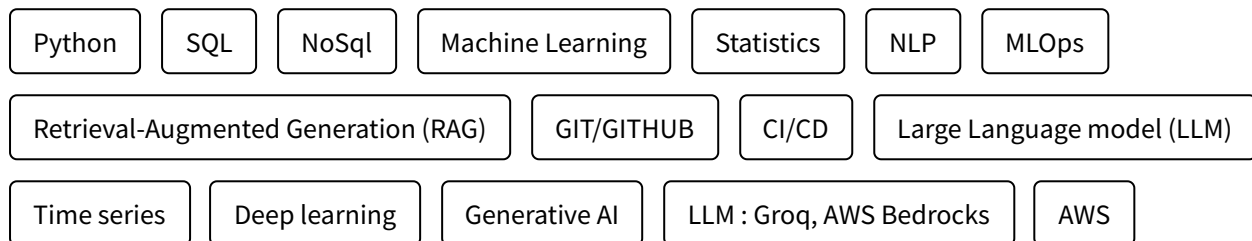
## Data Scientist

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### Profile

**Experienced Data Scientist specializing in developing and managing enterprise-scale models, analysing over 1 million data points, and enhancing efficiency through scalable solutions. Proven ability to improve customer satisfaction and reduce operational costs through data-driven insights.**

### Skills



### Professional Experience

**Data scientist, Acies Global** 

Jul 2024 – present  
Bangalore, India

#### QA Chatbot

- Extracted data from **S3 bucket**, utilizing **HNSW indexing** for efficient verification
- Transitioned to **Neo4j knowledge graph**, processing user queries with **LLM model**
- Pioneered customer segmentation strategy identifying high-risk policyholders, leading to a **12% reduction** in attrition within those segments and improving overall customer **lifetime value by 8%**.
- Leveraged **Amazon Bedrock** foundation models with prompt engineering to extract company names from user inputs, **achieving 95% accuracy across 10,000+ queries**.
- Performed a **Python unit test suite covering 90%** of script logic, reducing production bugs by **40%** and improving release confidence.

**Data Scientist, T-systems ICT India Pvt. Ltd, Bengaluru**

Dec 2022 – May 2024  
Bengaluru, India

- **Partnered with cross-functional teams** to develop predictive models for router reboot prediction, enhancing network performance by **27%** and optimizing performance for **45,000+ devices**.
- **Enhanced data workflows** by automating processes and implementing optimizations, achieving a **90% boost** in processing **efficiency**.
- Optimized **Telemetry dashboard**, reducing query load by 40% and improving runtime by 30%.
- Defined KPIs in a **Memory Evaluation Matrix for CPE** memory tracking, improving tracking precision by **40%** and enabling faster decision-making in resource allocation.
- Developed a model to predict high-value customers for mesh product sales, boosting conversion rates by **20%** and reducing cold calls by **40%**.
- Designed a **Q&A chatbot using a RAG** system with **Llama3** to convert natural language queries into SQL, reducing query generation time by **70% and enabling non-technical users** to access data insights.
- Automation and process optimization improved customer satisfaction by **35% and decreased agent workload by 50%**.
- Engineered a **context-aware chatbot** by integrating databases with vector embeddings, improving answer accuracy by **40%** and reducing manual support queries by **60%**.

**Data science trainee, Besant technologies**

May 2022 – Jul 2022  
Bengaluru, India

- Incorporated **advanced data models** and **algorithms**
- **Enhanced** product development **precision by 40%**

Smart Chat for Health Insurance

- Analyzed organizational data to derive insights into information retrieval, HR workload, and policy engagement, **leading to a 30% reduction in HR response time** and a **25% increase in policy awareness..**

Publications

**AN EXPLAINABLE-AI BASED SKIN DISEASE DETECTION**, *Gayatri Ballari* [↗](#) Nov 2022

- **Project Aim:** Utilize **deep learning/machine learning techniques** for the machine-driven identification of skin illnesses.
- **ResNet18 Model:** Achieves a classification accuracy of **96%**.
- **Grad-CAM:** Enhances model explainability for **dermatologists**.
- **Literature Survey:** Examines deep-learning research on skin disease diagnosis using **structural photos**.

Projects

Insurance Healthcare Agent System

- **Customized and fine-tuned open-source and commercial LLMs**, improving task-specific accuracy by up to **35%** and reducing inference costs by **25%**.
- Facilitated **seamless handling of 10,000+ monthly queries**, maintaining **95% response accuracy**.
- Boosted customer engagement by 35% and reduced claims costs through a personalized recommendation engine, leading to a 15% increase in customer satisfaction.

Telemetry and Reboot

- Implemented models to analyze customer attrition, resulting in a **6 basis point increase in monthly retention**.
- Utilized **data visualization** tools to effectively communicate complex data insights, enabling agents to make informed decisions and improve **50% overall sales performance**.

Certificates

- Google Data Analytics by Google [↗](#)
- Deep learning by Deep learning.AI [↗](#)
- Python for Data Science, AI & Development [↗](#)

Education

**M.Tech in Computer Science**, *KLE Technological University*

**B.E in Computer Science**, *Government Engineering College*

Hubli, India

Haveri, India