VIKASH KUMAR

SENIOR AVP, WELLS FARGO

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EXPERIENCE

Wells Fargo
- Working as a Senior Software Engineer from Jan 2015 – Present

Mindtree Limited
- Worked as Senior Software Engineer from Sep 2013- Dec 2014

Wipro Technologies
- Worked as Project Engineer from Jan 2011 – Sep 2013

EDUCATION

- Executive Program in Business Management(EBPM)- IIM Visakhapatnam , 2024- 2025

- PGCP, Artificial Intelligence and Machine Learning BITS Pilani, 2020-2021

- MCA - Vinoba Bhave University, Hazaribagh 2007 - 2010

CERTIFICATIONS

- Microsoft 365 Certified: Fundamentals
- Microsoft Certified: Azure Fundamentals

ACHIEVEMENTS

- Awards and Recognitions: Received multiple awards and accolades from the organization and business partners.
- Hackathon Success: Won several hackathons for innovative solutions.
- Process Improvement: Led initiatives resulting in significant cost savings and process enhancements.
- ML Team Setup: Established and developed a Machine Learning team within the Line of Business (LOB).

PROFILE SUMMRAY

- 13.7+ years of IT experience in and 6 + years in Data Science and Machine Learning.
- Led and delivered 30+ projects across various domains, demonstrating a track record of successful project execution from conception to delivery.
- Developed expertise in advanced machine learning algorithms, deep learning architectures, and NLP techniques, contributing to cutting-edge projects in AI.
- Understanding of end to end development of Machine Learning Model
- Proficient in Microsoft technologies, including SharePoint, C#, SQL frontend-tech
- Effective team leader, fostering collaboration and teamwork to achieve project milestones and exceed client expectations.
- Cultivated strong client relationships by understanding business needs and ensuring high levels of client satisfaction.
- Committed to innovation and continuous learning, staying updated with the latest advancements in technology.
- Actively contributes to the AI community through knowledge sharing, mentorship, and participation in industry events
- Experience with working in Agile/SCRUM software development methodology

SKILLS

- Domain - Banking, Retail, HR, Health Care, Operations , Finance , Insurance
- Programming Skills - Python, C#,
- Frontend - JavaScript, jQuery, Angular, CSS, Bootstrap
- Data Base- MySQL, Pinecone , N oSQL
- Data Analysis - Power BI, Excel
- Stats - Distributions, Hypothesis, ANOVA, Central Tendency , Sampling .
- Machine Learning- Supervised ,Unsupervised, CART
- Deep Learning - ANN, RNN, CNN, GANs , Transfer Learning, Hyperparameter Tuning
- NLP - LSTM, BERT, Transformer Model ,Attention Mechanisms, Named Entity Recognition (NER), Sentiment Analysis, Text Classification
- Gen AI & LLM - GPT, Llama, LangChain ,BERT,DistilBERT,XLNet,RoBERTa, Mistral .
- Cloud - Azure, AWS
- ML OPs -Docker , MLFLow, CI/CD Pipeline ,Git,Model Deployment
- Python Libraries : Pandas, NumPy,Matplotlib,Seaborn,Scikit-learn,TensorFlow,Keras,PyTorch,NLTK,SpaCy,Transformers ,Flask,FastAPI

KEY PROJECTS

INTRAQUERY: INTERNAL SUPPORT CHATBOT

Domain - Knowledge Management and Employee Support

Oct 2023 - Till Date

- Objective: Develop a conversational AI chatbot that efficiently answers internal company queries, streamlines access to corporate knowledge, and enhances employee support services.
- Implement a robust AI-driven system that leverages natural language processing (NLP) to understand and respond to a wide range of internal queries. Integrate with company databases and knowledge repositories for real-time information retrieval.
- Role: Led the end-to-end development of the project, encompassing requirement gathering, system design, and implementation.
- Technologies Used: GEN AI , LLM - Llama , Mistral , Gemma 7B, AWS, Vector DB Python, RAG,Langchain,API integrations, Mlops, Transformer Models.

SECURECLASSIFY : DOCUMENT CLASSIFICATION FOR INFORMATION SECURITY

Domain - Banking

Jan 2023- Nov 2023

- Objective: Developed a robust document classification system to enhance information security by categorizing documents into Confidential, Public, and Restricted categories based on their sensitivity levels.
- Role: Led the end-to-end development of the project, encompassing requirement gathering, system design, and implementation.
- Technologies Used: NLP, BERT, DistilBERT, Transformer Models , Azure
- Impact/Results: Improved information security by accurately categorizing documents, reducing the risk of unauthorized access and ensuring compliance with data protection regulations.

SENTIMENTPULSE: REAL-TIME SENTIMENT ANALYSIS FOR BANKING AND FINANCE

Domain - Insurance

Mar 2022- Dec 2022

- Objective: Implemented a sentiment analysis system to evaluate and classify customer feedback into positive, negative, or neutral sentiments, providing actionable insights for improved customer experience.
- Role: Contributed to requirement gathering, system design, and provided guidance to the development team throughout the implementation process.
- Technologies Used: BERT, RoBERTa, DistilBERT, Deep Learning, ML Classification Algorithms
- Impact/Results: Enhanced the ability to understand and respond to customer feedback, leading to more targeted improvements in customer service and overall satisfaction

FORECAST THE CALL VOLUME (TIME SERIES ANALYSIS)

Domain - Operations

Apr 2021- Dec 2021

- Objective: Conducted time series analysis to forecast call volume trends and patterns, enabling informed decision-making and strategic resource planning.
- Role: Led the end-to-end development of the project, including requirement gathering, system design, and implementation.
- Technologies Used: Exploratory Data Analysis (EDA), SARIMA, FB Prophet, LSTM, AWS, Model Validation, Time Series Cross-Validation
- Impact/Results: Provided accurate forecasts for call volumes, enhancing operational efficiency and resource allocation for better strategic planning and decision-making.

BANKINSIGHT: PREDICTIVE ANALYTICS & CUSTOMER RECOMMENDATION SYSTEM

Domain - Banking

Mar 2020 - Feb 2021

- Objective: Developed a predictive analytics and recommendation system to analyze bank customer data, enabling personalized service offerings and enhancing customer retention strategies.
- Role: Led the end-to-end development of the project, including various proofs of concept (POCs) to explore and validate different technologies.
- Technologies Used: Python,clustering , TensorFlow, Scikit-learn, XGBoost, Bagging, AWS SageMaker, SQL, Power BI
- Increased customer retention by 1.5% through personalized product recommendations, improved cross-selling opportunities, and enhanced decision-making capabilities for customer relationship management.