

Rishob Ghosh

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📋 OBJECTIVE

To obtain a challenging position as a Data Analyst in a reputed organization where I can utilize my skills in data analysis and visualization to contribute to the growth of the company.

📁 PROFESSIONAL EXPERIENCE

Data Analyst, Google (*Joules to Watts Business Solutions Pvt Ltd*)

Oct 2023 – present
Bengaluru

Dedicated to enforcing Generative AI - Genesis & News policies for global small and local publishers, we enable the utilization of generative AI for high-quality news content creation, distribution, and monetization. Our initiatives encompass project evaluations, human rater quality improvement, auto-rater model scaling, policy enhancements, and process optimization. By ensuring compliance with regulatory standards, we empower publishers to harness the potential of generative AI effectively.

Engaged in a multifaceted role focused on the intricate workings of the 3E's: Election, Enforcement, and Ecosystem.

- **Election:** Spearheaded the establishment of monitoring pipelines and metric dashboards to conduct proactive sweeps during elections. This involved setting up comprehensive systems to ensure smooth and efficient processes throughout the election cycle.
- **Ecosystem:** Instrumental in utilizing Gemini Evaluations to analyze and determine badness rates within the ecosystem. Conducted pinpoint evaluations to identify specific areas of concern and implemented Election Evaluations for Genesis, which encompassed Non-Point-of-View (NPOV) assessments to maintain integrity and fairness.
- **Enforcement:** Led efforts to clear the backlog of P2 bugs and implemented a structured biweekly review system to identify and address deep dive areas within bug resolution processes. This proactive approach ensured timely resolution and enhanced overall efficiency in bug management.

Rater Quality Enhancement:

- Designed, documented, and currently implementing a process framework aimed at elevating Precision and Recall rates for human evaluation of Genesis responses and pinpoint responses. This initiative serves to bolster the enforcement of News policies while significantly reducing re-evaluation durations.
- Conducted training sessions for diverse Bard AI candidates, ensuring proficient delivery of P0 projects. Successfully managed human rater teams, monitored policy violation rates, and conducted in-depth analyses of rater quality to maintain operational excellence.

Data Analyst, SwissRe 🇨🇭

Jan 2021 – Aug 2023
Bengaluru, India

- Utilized statistical data analysis techniques to identify trends and patterns in claims processing data, including using regression analysis and correlation analysis to identify relationships between variables.
- Developed and tested statistical models to predict the likelihood of claims being approved or rejected, which improved the accuracy of claims processing by 15%.
- Utilized advanced Power BI capabilities to create custom visualizations and enhance data representation, resulting in more insightful and actionable reports for senior management.
- Demonstrated expertise in Power Query, connecting to diverse data sources, performing data transformation, and loading data into the Power BI data model.
- Developed complex DAX formulas for calculated columns and measures, facilitating in-depth data analysis and accurate reporting within Power BI.

- Integrated Power BI with Azure services, such as Azure Data Lake Storage and Azure SQL Data Warehouse, to streamline data retrieval and enhance reporting capabilities.
- Played a key role in data governance within Power BI, establishing data lineage, implementing security roles, and ensuring data integrity and compliance with regulatory standards.
- Worked with Power BI to develop custom dashboards to monitor key performance metrics for the claims processing team, including processing time, accuracy, and throughput.
- Participated in a project to automate the document classification process using statistical data analysis and machine learning techniques, resulting in a 30% increase in efficiency.
- Developed complex DAX and MDX queries to extract insights from Azure Analysis Services models, creating interactive reports and dashboards for business stakeholders.
- Developed SQL queries to extract and manipulate data from relational databases, including MySQL and SQL Server.
- Developed and maintained Excel spreadsheets and macros to support data analysis and reporting.
- Collaborated with Power BI developers to design and share data models created in Azure Analysis Services, enabling seamless integration between data modeling and reporting.
- Built Python-based automation tools to streamline data processing and analysis workflows, reducing processing time by up to 50%.
- Conducted data analysis using Python and SQL to support various business initiatives, including identifying potential fraud in claims data and optimizing pricing strategies for insurance products.

Associate, Amazon

Aug 2019 – Dec 2020
Bengaluru, India

- Coordinating with the Data Management Team and IT Team to ensure accurate and up-to-date employee records
- Leveraging MS Excel to organize, analyze and report HR data, including employee attendance records, payroll data, and performance metrics
- Conducting audits on employee records and HR systems to identify discrepancies and improve data accuracy

Business Development Associate, Byju's Think & Learn Pvt. Lmt. ☑

Jan 2019 – Jul 2019
Bengaluru, India

- Utilized MS Excel to analyze and track sales data, including lead generation, sales conversion rates, and revenue growth.
- Created and managed a database of prospects and customers using MS Excel, ensuring all relevant contact information and interactions were properly documented and easily accessible.
- Used MS Excel to forecast sales projections and set achievable targets for the sales team.
- Collaborated with the marketing team to develop targeted campaigns based on data analysis and customer insights obtained through MS Excel.
- Developed and implemented strategies to increase sales effectiveness, using MS Excel to measure their impact and adjust as needed.

PROJECTS

Smart Claims Triaging with Predictive Analytics

Feb 2022 – Aug 2022

- Achieved a 30% reduction in claims processing time by implementing predictive analytics models using Python, resulting in faster claim resolutions and improved customer satisfaction.
- Prioritized high-risk claims using predictive analytics, leading to a 25% decrease in potential losses and enhanced resource allocation efficiency.
- Developed interactive Power BI dashboards to visualize key performance metrics, enabling data-driven decision-making and achieving a 15% improvement in budget management.
- Utilized SQL queries to gather and preprocess historical claims data, ensuring accurate and reliable data for predictive modeling, resulting in a 20% increase in predictive accuracy.
- Collaborated with the claims department to seamlessly integrate predictive analytics insights into the claims workflow, facilitating smooth adoption and usage by claims handlers.

Pricing & Risk Analytics

Jan 2023 – Jun 2023

- Achieved a 20% improvement in risk selection accuracy by leveraging firsthand data insights from social media, smart devices, and customer interactions, resulting in reduced claim losses for P&C insurers.
- Utilized Python for predictive analytics to develop pricing strategies based on actionable insights from diverse data sources, leading to a 15% increase in underwriting profitability.
- Integrated SQL to gather and process large volumes of IoT data, approximately 10 MB per household per day, enabling real-time risk monitoring and responsive decision-making.
- Created interactive Power BI visualizations to present data-driven pricing insights, contributing to more customer-centric pricing strategies and an 18% improvement in customer satisfaction.
- Developed scalable data infrastructure to support future growth and expansion, ensuring efficient handling of data for ongoing pricing and risk selection optimization.

Exploratory Data Analysis, (EDA) for Netflix [↗](#)

- Analyzed a dataset of Netflix, focusing on critical KPIs and campaign affecting factors.
- Used Python libraries such as NumPy and Pandas to conduct exploratory data analysis on a dataset of Netflix, identifying the most-watched genres and top-rated TV shows
- Helped to find the Most wanted TV shows and Movies on this OTT platform
- Distribution of Ratings to the TV shows
- Highest-watched genres on Netflix

Dashboarding, ODI_Cricket_Match [↗](#)

- Shaped the project flow with the team members after comprehending all of the features and records from the dataset
- The dataset was loaded into Microsoft Excel and modified with Power Query Editor
- Data cleaning methods were used to eliminate outliers and other abnormalities from the dataset, and missing values were handled
- Utilized many essential functions and created formulas
- Developed a user-controlled sales dashboard on Microsoft Excel to assess sales by product category, including histograms and clustered bar charts for visualization

SKILLS

SQL (My SQL, Azure SQL) | **Python** (Numpy , Pandas)

Power BI (Data Visualization, Dashboards, Bar Chart, Line Chart, Scatter Plot, Heat maps, combined charts, bookmarks, report interfaces, slicers/filters, themes, animations)

Microsoft Excel (Pivot Table, Macros , VBA) | **Statistical Data Analysis** | **Exploratory Data Analysis** (EDA)

Tableau (Charts, graphs, maps, dashboards, Data visualizing and analyzing data) | **Azure data factory** (SharePoint)

PLX (Dashboarding , Scripts)

EDUCATION

Bachelor of Engineering (B.E.), *Global Academy of Technology* [↗](#)

Aug 2014 – Aug 2018

- Pressured Mechanical Engineering from Visvesvaraya Technological University and got 72%

Bengaluru, India

Schooling, *St Mary's English High School* [↗](#)

Apr 2012 – Apr 2014

- 12th I Scored 74%

Jamshedpur, India

- 10th I scored 78 %

CERTIFICATIONS

- Full Stack Data Analytics (Ineuron.ai) [↗](#)

- Data Science Orientation (Coursera) [↗](#)

- Machine Learning (Stanford University) [↗](#)