Ramandeep Mehra

Data Scientist
[6+ Years Experience]

Email: ramanmehra1997@gmail.com
Phone: 7500064820
LinkedIn: linkedin.com/in/ramandeepmehra/
GitHub: github.com/Ramandeepmehra
Website: ramandeepmehra.github.io/portfolio/

[Python, SQL, Tableau, Looker Studio, Machine Learning, Deep Learning, Google Cloud, NLP, LLM, Supervised and Unsupervised Learning, Statistics, Git & GitHub, Data Visualization, Generative AI]

SUMMARY

- Proven **Tech** Analyst with expertise in **mentoring** and **guiding** teams of juniors and **cross-functional teams** to deliver high impact **analytics** and **machine learning** Solutions that drive business growth.
- Experienced **coach** in upskilling team members on best practices in **data modelling**, **Feature engineering** and **model development**, ensuring adherence to high-quality **Coding** and **analytical** standards.
- Proficient in developing impactful **machine learning** models, creating insightful **dashboards** & techniques using **Natural Language Processing**, **Optimization**, **Time Series Forecasting** & **Predictive modelling** in **Python**, **R**, and **Looker Studio**.

TOOLS & TECHNOLOGIES

Language	Python, R, MLops
Libraries	Numpy, Pandas, Scikit-Learn, Tensorflow, Keras, PyTorch, XGBoost
Cloud Computing	Google Cloud, Vertex AI, BigQuery ML
Data Visualization	Looker Studio, Tableau, Matplotlib, Seaborn, Plotly
Databases	Relational - MySQL, SQL, Dynamic Pricing, ML Infrastructure
Big Data	Pyspark, Spark, Hadoop
Process & Version	Git & GitHub
Technologies	Excel, Google Sheets, Power Point, Artificial Intelligence, Machine Learning, Natural Language Processing, ETL, Hypothesis Testing, Business acumen, Predictive Analytics, Optimization, Time Series Analysis, Marketing Analytics, Fraud Detection Strategic, Workforce Planning, Storytelling, Ranking Model, HR Analytics, Generative AI, Model Deployment

EXPERIENCE

May'18 - Present

Cognizant

Tech Analyst - [Sep/2023 - Present]

- Deployed ML models (**TensorFlow/PyTorch**) for **sentiment analysis** & **text classification.** Improved customer sentiment **by 25%**.
- Classified customer sentiment using NLP libraries (**NLTK**, **spaCy**).
- Developed a model to identify **'Driver Title'** associated with sentiment. Which helped to identify the gap(**Timeliness**, **Repeat Case**, **Conflicting Information**, **Communication, Language** and **Repeating Information**) and increased customer satisfaction **by 15%**.
- Performed **sentiment analysis** & key phrase extraction using **spaCy**.
- Developed a functional **AI-powered** application addressing a real-world problem utilizing the historical data for **Few-Shot Prompting** Paradigm and Enhanced LLM Capabilities with **Chain-of-Thought** technique.
- Utilized a **Large Language Model (LLM)** within the LangChain framework and saved **$2.61 million** quarterly.
- Built a model to identify **positive**, **negative**, and **neutral** sentiments and Improved customer retention by **10%**.

Cognizant

Business Intelligence - [May/2022 - Sep/2023]

- Applied advanced **predictive analytics** to enhance **decision-making** and **model accuracy** in diverse machine learning projects.
- Utilized machine learning for **HR analytics**, optimizing talent acquisition, workforce planning, and enhancing employee retention strategies.
- Utilized python libraries of **NumPy**, **pandas** and **time series forecasting** libraries of **ARIMA**, in building advanced time series forecasting models and implementing optimization algorithms, ensuring timely delivery of client projects.
- Developed an inventory optimization model in **Python**, resulting in a **15% reduction** in annual inventory holding costs. Utilized libraries like **NumPy**, **Pandas**, and **SciPy** to implement a predictive demand forecasting model.

Oct'18 - May'22

Accenture

Data Analyst - [Dec/2020 - May/2022]

- Developed dynamic **Looker Studio**/**PLX** dashboards, enabling data-driven decision-making in a **business intelligence** project.
- Prepared data **pipelines** for Data **validation**, data transformation & data pre-processing.
- Designed and executed intricate **SQL** queries for **data extraction**, transforming inputs for **machine learning** model.
- Data Analyst/Lead python developer resigned the visual layout and optimized **data** presentation within the **workforce planning** tool, enhancing its **analytical** capabilities with **data-driven** decisions.
- Developed **models** and optimized the performance by tuning the parameters.

Accenture

Workforce Management - [Oct/2018 - Nov/2020]

- Preparing of **schedules** using **Erlang** for different queues across multiple locations.
- Preparation of daily/Weekly/Monthly **MIS reports** and **presentations**/**decks**
- **Led** the team in enhancing the usability of the intelligent workforce planning by implementing advanced **analytics** mythologies like **time serie**s & **optimizing algorithms**.

Jan'18 - Aug'18

Aegis

Workforce Management

- **Monitoring** the staffing levels on a real-time basis as needed to ensure that **process' KPI** (Minimum Committed Staff Requirement, **Service Level**) are met. Ensuring that daily/weekly team-wise & agent-wise **schedules** are adhered strictly
- **Developed reporting** templates to capture and centralize **statistical** data from multiple systems.
- Coordinate with Operations, **Capacity Planning** and local site workflow teams to maintain and update plans. **Root cause analysis** of **SLA deviations**, action plan **development** and resolution

EDUCATION

Dec'23 – Sep'25
Sep'14 - Sep'17

Master of Science in Machine Learning and AI - [LJMU]
Bachelor of Science in Mathematics - [University of Meerut]

Certifications

Data Science and Business Analytics - [SimpliLearn]
Data Analyst - [SimpliLearn]
CDO Six Sigma Green Belt - [Cognizant]