

Rishabh Dhir

Profile

Results-driven professional with 5+ years in customer support, sales, and quality assurance. I enhance customer experiences by managing escalations and performing quality analysis at platforms like Roblox and Epic Games (Fortnite). Experienced in data analysis with Power BI, SQL, and Python, I've also honed my business development skills at BYJU's. My AI/ML projects include OCR and generative AI, leveraging technology to drive operational excellence and growth.

Education

2015-2019

Bachelor of Commerce Delhi university (SOL)

2011-2014

HighSchool & Senior Secondary Education CBSE Board

Skills

- Quality Assurance and Analysis
- Data Analysis (Power BI, SQL, Python)
- Business Development
- AI/ML Technologies (OCR, Generative AI, LLMs)
- Cloud Solutions (AWS)
- Content Moderation
- Proficient in Creative Tools (Blender)
- Excellent Communication and People Skills
- Problem Solving and Operational Excellence

Declaration

I solemnly declare the information mentioned herein is true and correct to the best of my beliefs

Connect

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☎ (+91)981-833-4518

Work Experience

2018 - Present

Data analysis, Ai-ML, Generative Ai

Tech Mahindra

- Collaborated with stakeholders to create impactful dashboards and insights using Power BI, SQL, and Python, driving data-informed decision-making.
- AI/ML Specialist Worked on innovative projects involving OCR, data manipulation, generative AI, and LLMs, utilizing LangChain technology to solve complex challenges. Leveraged cloud platforms (AWS) for data storage and processing, enhancing operational efficiency.
- Quality Analyst | Epic Games Focused on quality analysis to enhance user interactions within games like Fortnite, ensuring a seamless and enjoyable gaming experience.

2018-2022

Senior Quality Analyst, BDE

BYJU's, Granada

- Roblox Ensured the integrity and safety of user interactions on the Roblox platform.
- Utilized moderation tools to assess and improve user experiences, maintaining a safe environment.
- Business Development Executive | BYJU's Counseled parents on educational opportunities and solutions, guiding them through the decision-making process.

