RAHUL MALIK

NLP Data Scientist

CONTACT

rahulmalik@email.com
(123) 456-7890
Brooklyn, NY
LinkedIn
Github

EDUCATION

PhD
Natural Language Processing (NLP)
University of Maryland
September 2010 - April 2016
College Park, MD

B.S.
Statistics
Princeton University
September 2006 - April 2010
Princeton, NJ

SKILLS

Python (NumPy, Pandas, Scikit-learn, Keras, Flask)
SQL (MySQL, Postgres)
Git
Time Series Forecasting
Productionizing Models
Recommendation Engines
Customer Segmentation
AWS
NLP

WORK EXPERIENCE

NLP Data Scientist

Amazon
May 2018 - current / New York, NY

- Deconstructed item descriptions in the "home care" category to predict which features of a given product were most likely to be relevant to a given customer, increasing conversions by 4%
- Built an automated system to predict whether a given review was likely to be from a real user, leading to a reduction in "fake" reviews by 19%
- Analyzed the quality of customer service responses for worst performing vendors to help reduce their return rates by 5%
- Mentored 7 junior data scientists over 3 intern programs

Data Scientist

Priceline
April 2016 - May 2018 / New York, NY

- Built a price sensitivity model to offer lower pricing for room inventory unlikely to be booked, resulting in a decrease in room vacancy of 17%
- Performed sentiment analysis to reviews likely to be relevant to a given user for a given room to increase booking by 6%
- Worked alongside product managers to construct queries to identify customers who abandoned their checkout, leading to an email sequence that improved conversion rate by 12%
- Streamlined feature selection for model to predict likelihood of a customer to re-book on Priceline, which saved about 21 hours of manual work each month

Data Scientist Internship

Microsoft
April 2015 - April 2016 / New York, NY

- Analyzed anonymous employee performance reviews to identify regular areas for improvement for engineers leading to actionable feedback for over 200 engineers
- Worked with the customer success team to understand feedback on Azure products for small businesses to improve on-boarding and increase customer adoption rate by 14%
- Built a model to predict whether a given customer was satisfied with their customer success experience, resulting in improved CS coaching and 26% fewer customer complaints