



# SHUBHAM BHARDWAJ

ML ENGINEER

## CONTACT



+91 9718752110



bhardwajshubham788@gmail.com



Janakpuri , New Delhi - 46

## EDUCATION

Bachelor of Science in Information Technology

*Stratford University, Noida*

May 2016 – March 2022 | GPA: 3.58

Senior Secondary

*The Lawrence Public School, New Delhi*

March 2016 | 82 %

Matriculation

*The Lawrence Public School, New Delhi*

March 2014 | 82 %

## LANGUAGES

English

Hindi

## CERTIFICATIONS

- Followed a structured self-paced roadmap covering Python, data structures, and foundational machine learning concepts.
- Continuously expanding into unsupervised learning, clustering, and full-stack ML/NLP pipeline building - Udemy

## ABOUT ME

Passionate about learning and growth, I'm eager to apply my skills in Python, data analysis, and ML to solve real-world problems. I'm looking to join a collaborative team where I can contribute, learn fast, and grow into a strong machine learning professional.

## EXPERIENCE

2021 - Present

Genpact India, Gurgaon , Hararyana

### Technical Associate - Chatbot Developer

- Developed and maintained conversational AI chatbots using IBM Watson Assistant, customized for regional user requirements across multiple geographies.
- Designed and updated dialogue flows to improve intent recognition, user satisfaction, and assistant performance.
- Performed data extraction and log analysis using Python to identify key user behavior patterns and optimize assistant response accuracy.
- Collaborated with cross-functional teams to enhance chatbot performance using feedback loops and Python-based data monitoring scripts.

## SKILLS

- Programming Languages: Python, HTML, CSS
- Libraries and tools: Pandas, NumPy, Matplotlib, Scikit-learn, and IBM Watson Assistant
- Data handling: data extraction, data cleaning, log file analysis, basic exploratory data analysis (EDA)
- ML Domain: Supervised learning (linear regression, logistic regression, decision trees), model evaluation metrics, and unsupervised learning: k-means clustering, hierarchical clustering.