



SHUBHAM BHARDWAJ

ML ENGINEER

CONTACT

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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	<div style="width: 100%;"></div>
Hindi	<div style="width: 100%;"></div>

CERTIFICATIONS

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- 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

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- 2021 - Present
Genpact India, Gurgaon , Harayana
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

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- 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.