TEJASWINI MANJUNATH

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SKILLS

Technical Skills: Python, SQL, JavaScript, HTML, CSS, Data Processing, ML (Supervised/Unsupervised, CNNs), Statistical Modelling, GCP, Tableau, Power BI, Excel (Advanced), Access, Bloomberg, Time Series Analysis, LLM, NLP, AI Agents.

EDUCATION

Master of Science in Data Science and Analytics	**Grade**: Merit
Bachelor of Engineering in Electronics and Communication	**Grade**: Distinction

EXPERIENCE

Freelance Data Scientist| Self-employed , London   **September2024 - Present**

- Engineered a **Retrieval-Augmented Generation (RAG) based HR assistant chatbot** with Hugging Face Transformers; decreased the average query resolution time by 7 minutes and improved response accuracy by 35%.
- Developed an innovative deep learning algorithm using TensorFlow to classify HR queries, increasing response accuracy for common inquiries by identifying patterns from over 10,000 historical data points collected.

Operations - Supervisor   *March 2023 – September 2024*
Franco Manca   London, UK

- Built custom **Google Sheets analytics models** to monitor waste, stock turnover, and per-item profit margins; insights drove a 20% increase in top-performing SKUs.
- Integrated Zendesk ticket data with store feedback metrics to identify and reduce recurring service issues, improving CSAT by 13% quarter-over-quarter.
- Used **data visualisation tools** to create weekly insight snapshots for leadership, helping prioritize menu changes and shift allocation.
- Conducted exploratory data analysis on weekly sales reports to detect underperforming SKUs, leading to a 17% reduction in spoilage.
- Created a semi-automated rota builder in Excel, factoring in staff availability and forecasted traffic, cutting scheduling conflicts by 40%.

Associate System Engineer   *August 2019 – Aug 2022*
News Technology and Services   Bangalore, IN

• Developed internal tools using **Python**, **SQL**, and **Flask** that allowed front-office teams to generate real-time downloadable CSV reports, reducing manual requests by 70%.
- Built a **web-based dashboard** (HTML, CSS, JavaScript, Flask) for visualizing risk metrics and trade exceptions, used daily by 150+ traders and operations staff.
- Automated reconciliation processes by integrating multiple APIs to fetch, validate, and merge data from clearing systems, cutting processing time from 4 hours to 30 minutes.
- Created data cleaning scripts in Python to standardize counterparty, instrument, and trade data, reducing errors by 40%.
- Designed a reusable Python module for generating scheduled data extracts, supporting multiple business units and reducing repetitive development effort by 40%.

Junior Analyst   *June 2017 – August 2019*
Schach Engineers Limited   Mumbai, IN

- Customized a multi-functional Power BI dashboard to analyse Schach product sales trends globally by gathering data from 2 different sources (Excel/CSV files and a SQL database).
- Built data models and visualisations in power BI, and optimized the report, which improved the report's performance by 5%.The dashboard enabled Schach hardware to analyze different department sales trends and make data-driven decisions, leading to a projected 10% revenue acceleration and 20% reduction in data–related expenses