

EDUCATION

NATIONAL UNIVERSITY OF SINGAPORE

Masters of Science in Business Analytics

SINGAPORE

Jul 2024 - Sep 2025

PEC UNIVERSITY OF TECHNOLOGY

Bachelors of Technology in Electrical Engineering

INDIA

Aug 2017 - Jun 2021

EXPERIENCE

ZURICH INSURANCE (*Data Science Intern*)

Feb 2025 - Sep 2025, Singapore

Technologies Used: Power BI, Python, Medallion architecture, ETL pipelines, econometric & statistical modelling, Azure Databricks & Logic Apps Workflows

- **Led the design and implementation of insurance risk dashboards**, improving transparency across underwriting and risk management, reducing risk exposure by **35%** and accelerating decision-making by **60%**
- **Automated end-to-end insurance reporting and data pipelines**, significantly improving data accuracy and delivery speed while enabling real-time monitoring and analytics reducing manual effort and reporting turnaround time
- **Collaborated with cross-functional teams** and led end-to-end delivery of insurance dashboard by driving requirements gathering, configuration and development, SIT and UAT coordination, user training, go-live support, and ongoing application support, ensuring high adoption and seamless transition

EXL SERVICE (*Consultant*)

Jan 2023 - Jul 2024, India

Technologies Used: Tableau, Python, ETL pipelines, Excel, SQL, Snowflake, Reporting & Visualisation

- **Led execution of monthly targeted marketing campaigns**, leveraging data-driven pricing performance monitoring and visualisation to improve buyer outreach by **40%** and enhance overall user satisfaction
- **Designed and implemented a structured direct mail marketing process**, scoring key metrics, suppressing redundant data, and crafting multi-channel offer strategies to improve targeting precision and operational efficiency
- Conducted ad-hoc and cycle-based analytics to refine marketing strategies in real time, reducing process completion time by **40%** and streamlining operations into a single-owner workflow
- Applied clustering and trend analysis to segment customers and identify key behavioural drivers, increasing conversion rates by **20%** and strengthening customer engagement

EXL SERVICE (*Business Analyst*)

Jul 2021 - Dec 2022, India

Technologies Used: Tableau, Python, ETL pipelines, Excel, SQL, Snowflake, Reporting & Visualisation, SAS

- Led ETL processes and automation of **20+** insurance dashboards and reports enhancing efficiency by **80%**, reducing manual intervention and processing time by **50%**, improving scalability and efficiency
- Recognised with the **EXL Client Recognition Award** for outstanding contribution and successful delivery of the Data Migration Project

ZENATIX SOLUTIONS (*Business Analyst Intern*)

Jan 2020 - May 2020, India

Technologies Used: Tableau, Python, ETL pipelines, Excel, SQL, Reporting & Visualisation

- Developed and optimised real-time sales data pipelines, enabling lead scoring, sales forecasting, and up to **25%** increase in conversion rates and financial modelling and solution development
- Automated analytics workflows to cut operational time by **60%** and boost data processing speed **4x**, improving client uptime

RESEARCH PROJECTS

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- Facilitated research on AI Shock through **A/B testing** of ChatGPT outage data, developing treatment and control frameworks to measure user outcomes

ACADEMIC PROJECTS

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- Spearheaded development of SamurAI, a **GenAI chatbot** for dementia care, improving cognitive engagement scores by **40%** through **ResNet** emotion detection, **WhisperX** speech detection and Gemma-powered **RAG**, leveraging LLM and API for enhanced functionality
- Collaborated CardShield, a **credit card fraud detection system** using **CatBoost** with Random Oversampling and advanced feature engineering, integrated a large language model interface to deliver real-time fraud insights and deployed using MLOPs and DevOps principles
- Innovated a **distracted driver detection system** using advanced deep learning models (**YOLOv8, ResNet50**), improving real-time identification of risky behaviours, enhancing driver safety and enabling accident prevention and deployed using MLOPs and DevOps principles
- Developed a **Tableau dashboard** analysing customer preferences, dish profitability, and demographics to identify high-potential outlet locations, driving **20%** projected revenue growth and **15%** marketing efficiency improvement

SKILLSET

- Software: Python Programming Language, SQL Server, Tableau, Power BI, Azure Databricks, Azure Services, Microsoft Excel, Microsoft PowerPoint, VBA, AWS Cloud, Tensorflow, scikit-learn, PyTorch, Pandas, Numpy, Seaborn, Matplotlib
- Skillset: Machine Learning, Deep Learning, ETL Pipelines Development, Chatbot Development, Model Context Protocol, RAG, Operations Research, Hypothesis Testing, Stakeholder Management, Cross-Functional Collaboration, Predictive Analytics, Data Engineering, Econometrics, Supervised Learning, Unsupervised Learning, GenAI, Linear Regression, Logistic Regression, Neural Networks (CNN, RNN), Random Forest, Gradient Boosting, Casual Inference, Natural Language Processing (NLP), Timeseries Analysis

CERTIFICATIONS

- Great Learning Bootcamp: Python, SQL, SAS, Machine Learning, Deep Learning, Tableau
- Anthropic: Basic & Advanced topics for Model Context Protocol