

EDUCATION

NATIONAL UNIVERSITY OF SINGAPORE	SINGAPORE
Masters of Science in Business Analytics	Jul 2024 - Sep 2025
PEC UNIVERSITY OF TECHNOLOGY	INDIA
Bachelors of Technology in Electrical Engineering	Aug 2017 - Jun 2021
• Awarded Institute Color; Certificate of Excellence; Certificate of Appreciation	

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	