

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

• Technical: Python Programming Language, SQL Server, Tableau, Power BI, Cloud Platforms (Azure Databricks, AWS), Microsoft Excel, VBA, Large Language Model Ecosystems (OpenAI, Anthropic), Agentic Frameworks, MLOps/LLMOps	
• Skillset: Machine Learning, Deep Learning, ETL Pipeline Development, Chatbot Development, Model Context Protocol, RAG Pipelines, Operations Research, Hypothesis Testing, Stakeholder Management, Cross-Functional Collaboration, Predictive Analytics, Data Engineering, Econometrics, Supervised Learning, Unsupervised Learning, GenAI, Regression & Time Series Analysis, Neural Networks (CNN, RNN), Casual Inference, Natural Language Processing (NLP), Workflow Orchestration, AI System Architecture, Prompt Engineering, Data Governance & AI Ethics	

CERTIFICATIONS

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