

**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

- 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****NATIONAL UNIVERSITY OF SINGAPORE**

SINGAPORE

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

**ACADEMIC PROJECTS****NATIONAL UNIVERSITY OF SINGAPORE**

SINGAPORE

- 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