

Sneha CM

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WORK EXPERIENCE

Data & Systems Assistant – IT Services

Aug 2024 – May 2025

Northeastern University

- Automated monitoring pipelines with dashboards, reducing SLA breaches on ServiceNow tickets by 22%.
- Conducted RCA on AV support bottlenecks, cutting incident resolution time by 18% and improving user satisfaction.

Data Scientist – Data & Analytics

Apr 2024 – Aug 2024

TCR Innovation

- Built demand forecasting models (scikit-learn, PyTorch) with 85% accuracy, reducing product stockouts in client portfolios.
- Designed ETL pipelines with distributed data processing (Python, PySpark, Airflow) for 30K+ daily rows into AWS Redshift, improving reporting reliability.
- Optimized SQL/OLAP queries, cutting dashboard latency by 20% and accelerating insights for business stakeholders.
- Deployed ML models on EC2 with Docker + CI/CD, lowering deployment errors by 30%, enabling weekly iteration cycles.

Data Engineer – Product Strategy

Jun 2022 – Jun 2023

Symmetrix Computer

- Developed ML pipelines (PyTorch, TensorFlow) predicting equipment failures at 82% accuracy, boosting system reliability.
- Ran A/B tests on predictive alerts, improving customer retention by 9% through more accurate notifications.
- Reduced false positives by 60% using bias checks and data slicing, improving trust in automated predictions.
- Packaged models into Docker containers and deployed with Kubernetes CI/CD, reducing release cycle time by 30%.

Cloud Intern

Mar 2022 – Jun 2022

Ethnotech Academy

- Built ETL pipelines with Airflow + Spark, moving 30K+ rows/day to Redshift, cutting manual handling by 40%.
- Configured AWS CloudWatch anomaly alerts, saving \$28K/yr in incident response costs.
- Analyzed user log data, identifying churn drivers and reducing attrition by 12%.

AI AND ML EXPERIENCE

SupplySense – GCP based Product Demand Forecasting Pipeline GitHub

Jan 2025 – May 2025

- Built an end-to-end scalable ML pipeline on GCP (Vertex AI, BigQuery, Cloud Composer) to forecast daily demand across 200+ grocery SKUs, reducing forecast error by 25% vs. baseline models.
- Developed LSTM, SARIMA, PROPHET models for time-series prediction, integrated automated retraining and hyperparameter tuning with Optuna, enabling models to adapt to seasonal and promotional trends.
- Tracked experiments and model performance with MLflow, ensuring reproducibility and reliable comparisons across versions.
- Orchestrated ML workflow automation data preprocessing, anomaly detection, and validation workflows with Airflow, improving data quality and reducing pipeline failures by 30%.
- Deployed models as containerized microservices with container orchestration (Docker, Kubernetes, Cloud Run) with CI/CD, cutting release cycles from weeks to days and ensuring reliable production rollouts.
- Delivered forecast dashboards that minimized stockouts/overstock, directly supporting grocery inventory decisions.
- Engaged with ops teams and initiated pilots with university-operated stores, validated business relevance, and positioned the system for real-world adoption.

LLM-Powered Emotional Copilot with RAG + LSTM Analytics

Jul 2024 – May 2025

- Designed AI Agents using multi-agent RAG system with LangChain + FAISS, chaining tasks, personalizing for 300+ users.
- Built an LSTM-based emotion prediction service across 7+ cognitive signals, driving adaptive dialogue generation.
- Integrated HIPAA-compliant safeguards with classifier-based filters, ensuring secure handling of sensitive interactions.

EDUCATION

Northeastern University, Boston

Aug 2023 – Jun 2025

Master of Science in Data Analytics and Engineering

GPA: 3.8/4.0

Visvesvaraya Technological University, Bangalore

Aug 2019 – Jun 2023

Bachelor of Engineering in Computer Science

GPA: 3.8/4.0

SKILLS

ML Engineering & AI: Python, SQL, TensorFlow, PyTorch, Tableau, LSTM, SARIMA, RAG, LangChain, Embeddings, NLP, SHAP, Anomaly Detection, Predictive Modeling

Cloud & MLOps: GCP (Vertex AI, BigQuery, Cloud Composer, Cloud Storage), Airflow, Docker, Kubernetes, MLflow, CI/CD, Data Validation, Testing (Unit/Integration/E2E)