

Data Scientist Data Scientist Data Scientist - XSELL Technologies Chicago, IL Data Scientist with 3 years of professional experience with chatbots, recommendation systems, scalable Machine Learning and Natural language processing. Work Experience Data Scientist XSELL Technologies - Chicago, IL May 2017 to Present Developing machine learning models to classify customer's intent and provide real-time recommendation to customer care agents on chat. Designed metrics and developed processes to evaluate the performance of the recommendation system and to get continuous data-driven insights for areas of improvements. Setup annotation schemes and use active learning to prioritize data to be labeled for significant system improvement. The improved dialogue-based recommendation system lead to 17% lift in sales for our telecommunication clients.

Worked with clustering, classification (random forest, SVM, RNN and more), word embedding's, Topic Modeling and more. Software Developer (Python, Java, AWS, Git) Niki.ai - Bengaluru, Karnataka October 2015 to July 2016 Conceptualised and implemented the NLP backend for users to shop using the chatbot in simple human understandable messages. Improved understanding capability of the chatbot by around 30% by standardizing entity extraction across the application.

Developed lightweight RESTful API's to interact with the merchants and users to resolve user queries from android application. Summer Intern (Python) The University of Sheffield - Sheffield June 2015 to September 2015 Developed an algorithm to summarize comments on online newspapers. Used LDA to cluster user comments according to topics Ranked comments in each cluster using PageRank. Top Ranked comment from each cluster were combined to form a summary. Summaries formed were significantly better than baseline system at significance level of 0.05.

Research Assistant (Python, Terrier Search Engine) DA-IICT - Gandhinagar, Gujarat January 2014 to April 2014 Developed an algorithm for a legal recommendation system to find and summarize the past legal cases similar to the searched case. Expanded queries using blind and actual relevance feedback for efficient retrieval of documents. Education Master's in Data Science

Illinois Institute of Technology - Chicago, IL March 2016 to December 2017 Master's in Advanced Computer Science University of Sheffield - Sheffield September 2014 to September 2015 Bachelor's in Information and Communication Technology Dhirubhai Ambani Institute of Information and

Communication Technology - Gandhinagar, Gujarat July 2010 to May 2014 Skills Git, Hadoop, Hive, PYTHON, KERAS, MATPLOTLIB, NUMPY, PANDAS, TENSORFLOW, MACHINE LEARNING, HADOOP, NLP, MYSQL, POSTGRESQL, JAVA, SQL, NLTK, Keras, Scikit-Learn, Gensim, AWS, Stanford CoreNLP, Hypothesis Testing, Spark, R Links
<https://www.linkedin.com/in/ishita-agarwal-ds> <https://github.com/github-ish>

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