Vijay Choudhary

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PROFILE SUMMARY

- Business analysis professional with 7 yrs. of experience handling clients from Telecom and IT sectors with demonstrated application of functional and technical skills including SDLC, Product requirement document and agile methodologies for operational efficiency.

ACADEMIC CREDENTIALS

- **PG Diploma in Data Science |** IIIT-Bangalore & UpGrad I CGPA **3.53/4** |Domain: **BFSI**   Since April 2018
- **B.TECH. Computer Science | Percentage 68%**   2011
  Swami Keshvanand Institute of Technology, Management & Gramothan, Jaipur |Rajasthan Technical University, Kota

KEY ACADEMIC PROJECTS

- **Employee Attrition Model:** Predicted employees attrition pattern with **75%** accuracy by analysing 4410+ employees' data; identified Logistic Regression as best model out of KNN, Naïve Bayes, Logistic, and SVM.
- **Uber Demand Supply Gap Analysis:** To identify the root cause of the problem (i.e. Cancellation and non-availability of cars) and recommend ways to improve the situation by analysing 6 months' data using **EDA and Data Visualization** techniques.
- **CredX Acquisition Analytics**: Identified right customers using predictive models by analysing 70000+ unique Credit Bureau & demographic data , built application scorecard and created strategies to mitigate acquisition risk and assess the financial benefit.

WORK EXPERIENCE

Assistant Manager, ***Vodafone India Services Pvt.Ltd***, Bangalore   June 2014-Present
Vendor: Ipsoft, Role: Digital Coach (Business Analyst)

Profile Includes: Working on IPSOFT product "**Amelia**", adapted by Vodafone, which is a cognitive agent (AI/NLP chatbot) who can take a wide variety of service desk roles and transform customer experience. Just like a human, she communicates with customers using natural language. Training the Chatbot based on business requirements for design, testing and journey enhancements.

- **Trained** intent & classifier model by feeding possible utterance/Sentence on business rules through Amelia web interface (Plug and play) in stage and PROD environment and able to maintained approx. **98% accuracy** in intent hit.
- **End-to-End Ownership**: Governed the demand management process, which is a formal process to feed missing business knowledge in Amelia's brain. Determined to push **95% and above** prioritized demands in every sprint.
- **Developed** 5 functional spec document (EPIC) including Mock-up's, Grammar files in PROD successfully which handles **55% of** the total incoming volume with success rate **72% which is highest among other stream Epics.**
- **Stakeholder engagement**: Helping the business to define the correct business logic flow and data specification that can be passed for development. Potential engagement with service/product/tool owners.
- **Technical Team engagement**: Discussing with Technical Architect, Cognitive engineers and Project Leads for any technical challenges and agree on a technical solution to ensure a complete process transformation.
- **Epic Testing**: Performed Unit, Stage and UAT testing for the owned functional Epics.
- **Tool Enhancement**: Brainstorm sessions with operations team and SME's and focus group discussions before requirements are sent to R&D team. Also, tested the new features for any regressions after product enhancement.
- **Continuous Learning**: Generated **4-5 efficiencies** though suggesting 9 changes\improvements in business flow by analyzing chats and to identify automation opportunities within desks.
- **Meetings**: Project Meetings, scrum call, Sprint meetings, Program Meetings, Service Review meetings, Tracking the tasks, daily check-in and check-out meetings
- **Reporting & Data Visualization**: Develop and design report and dashboards using a variety of data mining and presentation tools and presenting to the stakeholders in monthly product review meeting.

Associate System Engineer, ***GAVS Technologies Pvt Ltd***, Chennai   Feb 2012- March 2014
Client: Edelman, Role: Global IT Specialist

Profile Includes: Supported the Enterprise environment of **EDELMAN** (public relations and marketing consultancy firm), comprising more than 64 offices including U.S, EMEA, and APAC Region for infrastructure Related issues including Active Directory (User Access Management), Exchange Console (Recipient Access), Altiris Deployment Server (OS & Software management), Cisco Call manager (Phone extension creation and assignment), BES console (configure Blackberry phones), Symantec Vault and cloud solution (email archive solution).

KEY SKILLS

- **Machine Learning** Modelling Techniques
- **Visualization tools**: Tableau, R
- **Time Series Analysis**
- **Statistics & Exploratory Data Analysis**
- **Analytics Languages**: R (Intermediate), Python (Introductory)
- **Data Management:** Data Warehouse, BI and OLAP
- **Databases:** MySQL
- **Business Analyst /PMO tools:** Visio, Draw.io, Jira, Excel, Word, PowerPoint
- **Big data Technologies (Analyst Perspective):** Apache Hadoop, Apache Hive, Apache Sqoop, Apache Spark
- **Certification:** ITIL V3 Foundation, MCSA, MCTS, MCP and CCNA

ACCOLADES

- ➢ Extra Miler Award from **BU head** for delivering exceptional services and played a vital role in establishing a new project (**APAC region**).
- ➢ Spot recognition from **transition Head** for additional effort in establishing the PILOT project and delivering CSI initiatives.
- ➢ Excellent sense of ownership and positive attitude as demonstrated by receiving **'Hall OF fame'** for 2 consecutive quarters in 2018