

# ANUJ PANDIT USHIR

## DATA SCIENTIST

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## SUMMARY

Dynamic AI/ML Engineer with over 3 years of experience designing, developing, and deploying machine learning models and ITIL service management solutions. Proficient in leveraging Python, AWS, and advanced ML techniques to deliver scalable, high-performance solutions. Experienced in optimizing service processes through predictive analytics and NLP. Skilled collaborator with a proven track record of innovation and operational excellence, seeking to drive technological advancements.

## EDUCATION

### SNJB's KBJ COLLEGE OF ENGINEERING, Maharashtra

Bachelor Of Computer Engineering |  
Data Science and Ai Program | CGPA 8.51

## SKILLS

- Programming & Tools: Python, Machine Learning, scikit-learn, Pandas, Seaborn, Matplotlib, SQL, Power BI, MS Excel
- Machine Learning: Generative AI (GenAI), LLM basics, XGBoost, Random Forest, NLP, Deep Learning
- Cloud Platforms: AWS, Azure (Certified Data Scientist), Google Colab
- DevOps & ITIL: Incident Management, Problem Management, Root Cause Analysis, Ticket Analysis
- Soft Skills: Communication, Problem-Solving, Collaboration

## CERTIFICATIONS

- Microsoft Azure Data Scientist** Associate (DP-100)
- AWS Partner:** Generative Ai essential
- ServiceNow** Certified System Administrator (CSA)

## ACHIEVEMENTS & AWARDS

- Project Star of the Month** (August 2024): Recognized for significantly improving backlog count and FCR scores for a key client account through advanced analytics and reporting.

## COURSES COMPLETED

- Machine Learning Specialization** (Coursera) by Stanford University
- Deep Learning Specialization** (Coursera) by Andrew Ng
- Generative Adversarial Networks (GANs) Specialization** (Coursera) by DeepLearning.AI
- AI for Everyone** (Coursera) by Andrew Ng
- AWS Machine Learning Foundations** (Coursera) by Amazon Web Services

## PROFESSIONAL EXPERIENCE

### Senior Analyst

#### Capgemini Technology India | 2022 – Present

- Designed and deployed predictive machine learning models using AWS Lambda Functions and Python to forecast IT ticket resolution times, enhancing resource allocation and service planning.
- Analyzed over 200,000 ITIL tickets to identify patterns, trends, and actionable insights, leading to a 15% improvement in incident management efficiency.
- Collaborated with cross-functional teams to optimize first-contact resolution (FCR) and backlog reduction, achieving a 20% increase in client satisfaction.
- Automated root cause analysis with NLP techniques, reducing issue resolution time by 25%.

### Data Analyst Intern

#### UpCloud Global Solutions | June – September 2022

- Conducted data preprocessing and developed machine learning pipelines for IT service analytics.
- Built visualization dashboards to track KPIs, enhancing decision-making for key stakeholders.

### Finance Analyst Trainee

#### Datamatics Global Services Limited | July – December 2021

- Leveraged statistical methods and tools to optimize financial reporting processes, ensuring accuracy and timeliness.

## SELECTED PROJECTS

### Ticket Resolution Time Prediction

#### Technologies | Python, XGBoost | Capgemini

- Developed a predictive model using historical IT ticket data to forecast resolution times based on features like priority, category, and creation date.
- Delivered a scalable solution deployed on AWS, improving resolution planning accuracy by 30%.

### Incident Ticket Analysis and Predictive Modeling

#### Technologies | Random Forest, NLP | Capgemini

- Built an NLP-driven Random Forest Classifier to predict missing Configuration Items (CIs) in IT problem management tickets.
- Achieved 80% accuracy on a dataset of 25,000+ tickets, streamlining problem management workflows.

### Problem Analysis and Root Cause Identification

#### Technologies: Python, Pandas, Seaborn, NLP | Capgemini

- Analyzed 40,000+ IT problem tickets to identify recurring issues, employing clustering techniques for actionable insights.
- Conducted trend analysis to determine peak problem months, enabling proactive resource allocation.