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EDUCATION

SAN JOSE STATE UNIVERSITY, SAN JOSE, CALIFORNIA — *AUG 2021–PRESENT*

Master of Science in Software Engineering - Data Science

WORK EXPERIENCE

BUSINESS ANALYST - SOFTWARE CONSULTANT — *DEC 2017 – APR 2021 (≈ 3 YEARS)*

SHELL

Technologies used — **Python, Scikit-Learn, Pandas, Numpy, Spacy, Matplotlib, Tableau, Git, Jupyter, Google Colab, AWS S3, SQL, SAP ABAP, SAP ISOOIL, SAP ERP, SAP HANA database, SAP Cloud**

Experience

- **Supply Chain Analytics:** Freight Cost prediction model for planning & budgeting. Worked with business stakeholders in Shell's ERP Logistic Team to understand the processes and metrics.
- **Logistics service analysis**: Model to predict sales order delivery time/days, a critical performance metric to maintain SLA, improve customer experience, and reduce overhead costs.
- Managed a team of 4 business analysts to implement the SAP ERP logistic configurations and business requirements for expansion of Marine product range
- Data analytics and ERP implementation for acquisition and divestment projects with business stakeholders

SOFTWARE CONSULTANT — *APR 2014–DEC 2017 (≈ 4 YEARS)*

Experience

- **Product popularity-based recommendation system:** targeted at new customers, to help the client to improve their shopper's experience on the website and result in better customer acquisition and retention.
- **Churn Management for Telecom client**: Model to predict the attrition probability of customers. Within four months, there was a 10% drop in the attrition rate
  Analysis: ordered customers based on their probability of churn and the revenue they brought.
  Strategy: Catch the highest risk group so the stakeholders can focus on those groups based on the predicted risk level and prevent revenue loss.
- **Fraud Detection Engine for Insurance client:** Data analysis and deployment of machine learning models built on python into production to automate manual fraud detection process.
  Achieved 84% accuracy rate by hyper-parameter tuning with grid search and cross-validation, resulting in a reduction of processing time by 45%.

PROJECTS

Technologies used — **Python, Scikit-Learn, Pytorch, Keras, Pandas, Numpy, NLP, Statistics-Spacy, Data Visualization, Git, Jupyter, Google Colab, AWS Sagemaker, FLask, Heroku**

- **Handwritten Digit Recognition application**: Built deep learning Convolutional Neural Network model. Deployed the web app on Heroku to predict the handwritten digit or letter.
- **University Admission Prediction:** Model predicts the chances of getting a seat in an international university**.** Used multiple machine learning algorithms and performed Hypothesis Testing also to determine possible relationships between features.