

Waseq (Was) Islam

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resume.waseqislam.com

Full working permit in Australia (subclass 100/309)



A fervent interest in machine learning and data analysis. Skilled in utilizing key cloud platforms, especially AWS, for crafting and executing solid cloud infrastructures. Expertise in machine learning frameworks and sophisticated analytics tools is evident in creating cutting-edge solutions that glean critical insights from intricate data. Combining teamwork and problem-solving abilities with proficient project management and leadership, there's a focus on achieving business objectives via data-led strategies. A dedication to ongoing learning and career growth underscores a goal to leave a substantial mark in the tech industry.

SKILLS

- Technical Skills

Machine Learning | Data Visualization | Deep Learning | Cloud Architecture | Cloud Computing | AWS Cloud Services | Data Analysis | SQL | Python

- Soft Skills

Problem Solving | Project Management | Leadership | Teamwork

EXPERIENCE

Daraz (Alibaba Group), Dhaka - *Senior Artificial Intelligence Trainer*

NOVEMBER 2022 - DECEMBER 2022

Launched in 2012, Daraz is South Asia's online shopping and selling destination of choice – present in Bangladesh, Pakistan, Sri Lanka, Myanmar, and Nepal. Daraz is owned by Alibaba Group Holding Limited.

- Led a small team of Artificial Intelligence Trainers to enhance the Alibaba AI chatbot, within the Customer and Seller Support Department. Achieved in improving the response of the chatbot due to the overall team effort.
- Closely monitored the customer queries coming into the Chatbot and set up goals for analyzing their resolutions. Optimized the resolution rate by editing and updating the chatbot responses through a Content Management System (CMS)

- Achieved and maintained a resolution rate of over 80% for the chatbot, decreasing the need for additional call center agents. As a result, received the employee of the month.

Daraz (Alibaba Group), Dhaka - *Artificial Intelligence Trainer*

APRIL 2022 - OCTOBER 2022

Launched in 2012, Daraz is South Asia's online shopping and selling destination of choice – present in Bangladesh, Pakistan, Sri Lanka, Myanmar, and Nepal. Daraz is owned by Alibaba Group Holding Limited.

- Implemented new concepts such as Data Analysis automation to the Chatbot data and utilized the results of automation to enhance Chatbot performance.
- Handled the then-recently launched Local Language Chatbot for Daraz Bangladesh and worked to improve its performance.

EDUCATION

Brac University — *Master of Science*

JUNE 2021 - PRESENT

Major: Computer Science

Brac University — *Bachelor of Science*

JANUARY 2016 - 2020

Major: Computer Science

ACHIEVEMENTS & CERTIFICATES

AWS Certified Solutions Architect

2023

Awarded to those who have a comprehensive understanding of AWS services and technologies. They demonstrated the ability to build secure and robust solutions using architectural design principles based on customer requirements.

AWS Certified Cloud Practitioner

2023

Awarded to those who have a fundamental understanding of AWS services and technologies. They demonstrated the ability to understand the foundational cloud security and rudimentary solutions using architectural design principles based on customer requirements.