Mohammad Waseq-ul Islam

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I am passionate about machine learning, and data analysis. Skilled in leveraging major cloud platforms, such as AWS, to design and implement robust cloud architectures. Proficient in machine learning frameworks and advanced analytics tools, I excel at developing innovative solutions that extract valuable insights from complex datasets. A collaborative problem solver with strong project management and leadership skills, I thrive in delivering business success through data-driven decision-making. Committed to continuous learning and professional development, I seek to make a significant impact in the technology field.

SKILLS

Machine Learning, Cloud Computing, Deep Learning, Data Analysis, Data Visualization, Python, SQL, Problem Solving, Project Management, Leadership

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
- 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)
- Worked with the AITs from the other entities of Daraz, to establish and document the Standard Operating Procedures for working with the AI chatbot
- Achieved and maintained a resolution rate of over 80% for the chatbot, decreasing the need for additional call center agents.

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
- Analyzed the customer service sector to understand and improve the customer experience.

EDUCATION

Brac University — *Master of Science*

JUNE 2021 - PRESENT

Major: Computer Science

Brac University — *Bachelor of Science*

JANUARY 2016 - 2020

Major: Computer Science

RESEARCH EXPERIENCE

Detecting Navigation Challenges for the Visually Impaired with Mobile Monitoring of Biosignal

2019

Using Machine Learning algorithms to detect obstacles for blind people. The level of stress was labeled using different bandwidths of waves recorded in a dataset. Our model was then trained to detect the obstacles in different environments for blind patients. Matlab was implemented for this challenge and integrated with python for graphical representation.

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

Brac University Certified
Internet Of Things Training Course

2018

Awarded to those who completed the course organized by BRAC and Brac University, taught by Professor Mohamed Foysol Chowdhury, Ph.D.