AAKASH PAL

Mumbai, India

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PROFILE

Detail-oriented Technical Customer Support Executive with 1.11 years of experience providing exceptional customer service and technical support. Possesses a strong interest and passion for data science, with skills in Python, SQL, Excel, Power BI, statistics, and machine learning. Seeking a challenging role in the field of data science to leverage my technical support experience and data analysis skills to help drive business insights and optimize organizational performance.

SKILLS

Python | Databases (MongoDB | MySQL) **| API** (Flask) **| Statistics | Machine Learning** (Scikit - learn) **| MLOPS** (GitHub Actions | Dockers | Mlflow) **| PowerBI | Excel | HTML5 | CSS |**

WORK EXPERIENCE

Machine Learning Intern (Remote)
Aug 2022 – Present

iNeuron.ai — *Bengaluru, India*

- Used **Numpy** and **Pandas** to clean and prepare data for modeling, including feature engineering to select and transform relevant data for better prediction accuracy.
- Utilized **Seaborn** and **Matplotlib** to visualize data distributions and correlations and analyze the relationships between various features and the target variable.
- Evaluated multiple regression models and ultimately chose **GradientBoostingRegressor** as the best option based on its performance in terms of accuracy and metrics such as **R-Squared** and **Adjusted R-Squared**.
- Trained the **GradientBoostingRegressor** model using the prepared data and tuned hyperparameters to optimize its performance and achieve the desired level of accuracy.
- Achieved an **accuracy** of **85%** on the test set, with an **Adjusted R-Squared** of **0.87**, **R-Squared** of **0.87**, and an **RMSE** of **4718.74**, indicating a highly accurate and precise model for insurance premium prediction.
- Develop a **Flask**-based web page user interface that enables end-users to input their data and get an estimated **insurance premium** based on the model's predictions.

Business Intelligence Intern (Remote)
Jun 2022 – Jul 2022

iNeuron.ai — *Bengaluru, India*

- Developed a **Power BI** dashboard to visualize and analyze **bird strike** data from the **FAA** between 2000-2011 in the United States**.**
- Perform **data cleaning** and **preprocessing** to ensure data accuracy and consistency before integrating it into the Power BI dashboard.
- Created a variety of **visualizations** such as maps, bar charts, pie charts, donut charts, and line charts to display critical metrics such as bird strikes by location, flight phase, and species.
- Implemented interactive features such as filters and slicers to allow users to explore the data in more detail and to identify high-risk areas for bird strikes.
- Analyzed the bird strike data and identified that the highest number of bird strikes occurred during the landing phase of flights and that gulls were the most common species involved in strikes.

Technical Customer Support Executive
Feb 2020 – Nov 2021

Dytel Technology Group — *Mumbai, India*

- Installed Dyne software in restaurants and configured operational software parameters and POS hardware peripherals.
- Diagnosed operational issues and provided customer training.
- Conducted online installation and provided technical support for Dyne range of software products and services.

PROJECTS

Insurance Premium Prediction
Nov 2022 – Feb 2023

- Developed an insurance premium prediction model using data science techniques, including data cleaning, feature engineering, and model evaluation and selection, achieving an **accuracy** of **85%** on the test set.
- Utilized **Numpy** and **Pandas** to process and transform data, and **Seaborn** and **Matplotlib** to visualize data and gain insights into the relationships between different features and the target variable.
- Deployed the **Flask**-based web page user interface on the **railway.app** platform, allowing end-users to input their data and get an estimated insurance premium based on the model's predictions.
- Implemented a **CI/CD** pipeline to automate the deployment process, enabling seamless updates to the application without disrupting user experience.

NASA Airfoil Pressure Prediction
Aug 2022 – Oct 2022

- Created a machine learning model to predict airfoil noise levels using the **RandomForestRegressor** algorithm.
- Utilized **Numpy** and **Pandas** to process and transform data, and **Seaborn** and **Matplotlib** to visualize data and gain insights into the relationships between different features and the target variable.
- Trained the **RandomForestRegressor** model using the prepared data and tuned hyperparameters to optimize its performance and achieve an **accuracy** of **93%** and an **RMSE** of **1.85**
- Deployed the **Flask**-based web page user interface on the **railway.app** platform, allowing end-users to input their data and get an estimated insurance premium based on the model's predictions.

Data Visualization of Bird Strikes
Jun 2022 – Jul 2022

- Developed a **Power BI** dashboard that visualized and analyzed **bird strike** data from the **FAA** between 2000-2011 in the United States, with the primary goal of identifying high-risk areas and analyzing critical metrics such as flight phase and species.
- Utilized a diverse set of data visualizations, including maps, bar charts, pie charts, donut charts, and line charts, to display the essential metrics and facilitate the interpretation of data.
- Implemented interactive features such as filters and slicers to enable users to explore the data in greater detail, identify high-risk areas for bird strikes, and develop strategies to mitigate the risks.
- Analyzed the bird strike data and determined that the highest number of strikes occurred during the landing phase of flights, and **gulls** were the most common species involved in bird strike.

EDUCATION

B.Sc. Information Technology
Apr 2017– May 2019

Sathaye College — *Mumbai, India*

- Aggregating **6.98 CGPA**

CERTIFICATIONS

Statistics
Apr 2022 – No Expiry

iNeuron.ai — *Mumbai, India*

Diploma in Software Engineering
Dec 2020 – No Expiry

NIIT Limited — *Mumbai, India*

INTEREST

Machine Learning | Data Scientist | Data Analyst |