

ABHINAV TADIKONDA

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EDUCATION

University of Michigan

Ann Arbor, MI

School of Information, Data Science (MS)

Expected May 2025

School of Information, Data Science (BS) & College of Engineering, Computer Science (BSE)

May 2024

GPA: 3.84 / 4.00 – University Honors and College of Engineering Dean's List

Relevant Coursework: AI/ML, Relational Databases, Exploratory Data Analytics, Data Mining, Data Structures/Algorithms.

SKILLS

Programming Languages: Python, C++, SQL, Java, JavaScript, MATLAB, R, HTML, CSS, and RapidMiner.

Applications: Photoshop, Premiere Pro, Microsoft Word, Excel, PowerPoint, Altair, and Tableau.

Development Tools: Hugging Face, GitHub Copilot, Apache Tomcat, Docker, Jupyter, Snowflake, and AWS SageMaker.

Other: Website manager for Phi Gamma Nu, a professional business fraternity at the Ross School of Business.

WORK EXPERIENCE

Fidelity Investments

Boston, MA

Data Science Intern

June – Aug 2024

- Developed a two-step machine learning model using XGBoost to predict 'Time to Resolution' for Fidelity's service desk incidents, achieving 95% classification accuracy and an RMSE of approximately 2 minutes in regression.
- Generated synthetic data with SMOTE to improve model robustness and generalizability on imbalanced datasets.
- Applied Natural Language Processing (NLP) techniques to extract insights from incident descriptions.
- Modeled that incidents with associated knowledge articles (KAs) resolved 4x faster, justifying increased funding for KA development and leading to an estimated \$3.75M in annual operational cost savings.

Cisco Systems, Inc.

San Jose, CA

Software Engineering Intern

June – Aug 2023

- Implemented rule-based NLP chatbot in Cisco's Nexus Dashboard Insights (NDI) data center to assist clients with troubleshooting and eliminate point-&-click GUI usability cliffs, providing an intuitive interaction experience.
- Developed authentication protocols enabling secure connectivity between chatbot runtime and NDI backend.
- Led code evaluations with cross-functional groups to seamlessly integrate a chatbot UI into NDI consumer site.

Blue Cross Blue Shield Michigan (BCBSM)

Detroit, MI

Information Technology Intern

May – Aug 2022

- Analyzed healthcare distribution data across multiple different SQL databases, including Postgres, RedShift, and Hive to document requirements for training and vendor system access reports.
- Researched and developed a social media and email initiative for Senior Alliance, a non-profit affiliate of BCBSM geared towards providing care for the elderly, resulting in a 22% increase in fundraising within 3 months.

Scripta Insights, Inc.

Wellesley, MA

Product Development/User Experience Intern

June – Aug 2021

- Created key feature requirements for a Pharmacy Benefit Spend mobile app and consumer website.
- Collaborated with marketing and engineering divisions to identify branding and design issues, enhance user experience, and implement A/B testing for design evaluations on the mobile app and consumer website.
- Led Sprint planning using Jira Software to re-prioritize project issues and revise acceptance criteria.

PROJECT EXPERIENCE

State of Michigan, Central Procurement Services (CPS)

Ann Arbor, MI

Technical Project Manager

Aug 2023 – May 2024

- Spearheaded the development of a Python script utilizing NLP and unsupervised ML for automated keyword extraction from 1500+ PDF state contracts, enhancing the search functionality in the CPS Power BI dashboard.
- Collaborated with technical teams and stakeholders to define project objectives and KPIs, aligning product development with business goals leading to a 45% reduction in time spent searching for contracts.