# 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:* SolidWorks, Photoshop, Premiere Pro, Microsoft Word, Excel, PowerPoint, 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 2-step machine learning model to predict 'Time to Resolution' for Fidelity's service desk incidents.
- Implemented Natural Language Processing (NLP) techniques to extract and analyze service desk incident descriptions, achieving 95% accuracy in classification and an RMSE of approximately 2 minutes in regression.
- Identified a significant correlation between incident resolution time and the volume of associated knowledge articles, leading to actionable recommendations for enhancing knowledge management practices.

**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.

**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, to increase fundraising efforts.

**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, as the lead intern, with marketing and engineering to identify branding and design issues, and to improve user experience of 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**

*Project Lead*                                                                                           *Aug 2023 – May 2024*

- Developed a Python script for automated keyword extraction and agglomerative clustering from 1500+ PDF state contracts, enhancing the search functionality within the CPS Power BI dashboard.
- Applied Natural Language Processing and unsupervised Machine Learning techniques, including TF-IDF and YAKE, to accurately identify and extract relevant keywords and phrases from contract text.
- Led code evaluations with the client to ensure keyword accuracy, resulting in improving search efficiency.