Amanpreet Singh

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Education

Master's in Computational Science and Engineering | McMaster University | Hamilton, Canada **August 2027**

Bachelor of Computer Science & Business Systems | NMIMS University | Mumbai, India **May 2023**

CGPA: **3.70**/4

Skills

Tools | ServiceNow, GitHub, MATLAB, SQL Server Management Studio (SSMS), MS Office, RStudio, Jupyter Notebook, Jira, StarUML

Programming | Python, SQL (RDBMS), Git, JavaScript, C, R, CSS, HTML

Certification | Microsoft Certified: Azure AI Fundamentals

Experience

Systems Engineer | Shell India Markets Pvt. Ltd. | Bengaluru, India **August 2023 – December 2024**

- Conducted impact analysis to assess the potential effects of proposed changes on automated flows, records, and design infrastructure which ensures seamless implementation and reduces the risk of service disruptions ultimately saving around 2 weeks of developers' time.
- Provided analysis on ServiceNow Incident Management module using data to identify trends, recurring issues, and root causes reducing incident resolution effort by 20%. Focusing on incident resolution within SLA (service level agreement) and analysis in data obtained from end user queries to gain deeper insights and timely addressing defects to ensure lower incident counts in the future.
- Gained accountability for one of the crucial modules (joiner, mover, leaver), developed automation flows and got exposure to client-side and server-side scripting (JavaScript), optimizing onboarding processes. Supported multiple end-to-end integrations between ServiceNow and third-party systems, which reduced manual effort, minimized human error, and increased operational efficiency-ultimately saving the organization's time and resources.

Data Analyst | Vakrangee Ltd. | Internship | Mumbai, India **May 2022 – June 2022**

- Developed views, stored procedures, and implemented CRUD operations on SQL Server Management Studio (SSMS) to optimize database performance and streamline data retrieval, ensuring high availability and reliability of data resources.
- Developed and managed data warehousing solutions by applying ETL techniques to extract, transform, and load data from multiple sources ensuring data consistency and accuracy to support analytics and business reporting on company's website.

Data Science and Business Analytics Intern | The Sparks Foundation | Internship | Remote, India **May 2022**

- Used Pandas for data analysis and integrity checks, and visualized decision tree structure and feature importance with Matplotlib and Seaborn; built a function to predict flower species from real-time input.
- Visualized the decision tree structure and feature importance using Matplotlib and Seaborn and developed a user-friendly function to predict species based on real-time input of flower attributes.

Project Work

AI-Career-Guidance-System | GitHub **April 2023**

- Career Recommendation System that utilizes machine learning algorithms to deliver 95% accurate career suggestions for Computer Science students based on technical skills and personality assessments. It aligns recommendations with industry trends and demands in the tech sector through validated psychometric tests.

License Plate Location Method Based on Edge Detection | Image Processing | GitHub **Feb 2023**

- Car license plate detection using concepts of thresholding, edge detection, morphological operations, contour detection using inbuild python libraries like TensorFlow, pytesseract, skimage and PIL.

Audio Classification of Emergency Vehicle Sirens | Audio Processing | GitHub **Feb 2023**

- Audio Classification of Emergency Vehicle Sirens Using Recurrent Neural Network Architectures to identify emergency vehicle sirens, achieving 98.80% accuracy with the GRU architecture.

SMS Spam Detection | Natural Language Processing | GitHub **Aug 2022**

- Machine Learning project to classify spam/ham messages and compare accuracy, recall, precision of different machine learning models using concepts of feature extraction, vectorization and hyperparameter tuning.

Publications

Review Of Approaches Towards Building AI Based Career Recommender & Guidance Systems | Scienceopen. **August 2024**

Audio Classification of Emergency Vehicle Sirens Using Recurrent Neural Network Architectures | Springer Book Series. **Oct 2023**