

## RAVINDRA RAO

**OBJECTIVE** Data Enthusiast with experience in Machine Learning and have a Post-Graduation in Artificial Intelligence and Machine Learning, seeking to work for a challenging assignment in an organization that offers ample learning opportunities and professional growth in the field of Data Science, Natural Language Processing and Statistical Models

**SUMMARY**

- Total experience of 9 Years with Tata Consultancy Services
- Working in the Innovation Lab and deploy Machine Learning and deep learning models across the projects in the domain
- 3+ Years of Experience in working on various Natural Language Processing Projects
- Performed Natural Language Processing for classifying the Complaints into their categories and building Recommendation systems
- Well versed with Insurance and Life-Sciences domain
- Identifying NLP patterns and building Predictive models
- Built Recommendation engines for incidents in Service Now
- Working on building a Chatbot prototype to be integrated into ServiceNow

**SKILLS**

- **Statistical Methods** – Missing Data Analysis, Outlier Detection, Uni-variate Analysis, Bi-Variate Analysis, Sampling, Bootstrap sampling, Cross Validation and Hypothesis Testing
- **Predictive Analytics Lifecycle** – Regression techniques, Observation window, performance window, Event, non-event, continuous, Binary, multi-class
- **Machine Learning** – Feature Engineering techniques (PCA, Dimensionality Reduction), Classification techniques (Decision Trees, Random Forests, KNN, SVM), Unsupervised Learning (Clustering techniques)
- **Natural Language Processing** – Text mining and Analytics, Tokenization, Lemmatization, Named entity Recognition, Sentiment Analysis, Topic Modeling
- **Ensemble Techniques** – Stacking, Bagging, Boosting and Blending
- **Programming Language** - Python

### WORK EXPERIENCE

#### PROJECT TITLE: L2 SUPPORT RECOMMENDATION SYSTEM

- **Objective:** Creating a Recommendation system for L2 Support team to reduce the lead time in resolving an Incident with the help of Natural Language Processing

- **Outcome:** The recommendation system provides possible solutions for user for a particular incident based on the solution that was provided to a similar incident previously. Considerable amount of time and effort were saved in the Incident resolutions.
- **Techniques:** Data Pre-Processing, Recommendation System, Natural Language Processing using NLTK, SPACY, BERT and LSTM
- **Tools:** Python, Django Framework, Angular JS

**PROJECT TITLE: COMPLAINTS CATEGORISATION**

- **Objective:** Segregating the complaints to their respective complaint category with Natural Language Processing
- **Outcome:** The complaints were segregated into their complaint categories based on the keyword search. Time and effort were saved and Human errors were eliminate by automating the segregation
- **Techniques:** EDA, Natural Language Processing using NLTK, SPACY, BERT and LSTM
- **Tools:** Python, Django Framework, Angular JS

**PROJECT TITLE: PARSING A RESUME AND RECOMMENDING TOP RESUMES FOR A JD**

- **Objective:** Created a POC in Parsing the resume database and recommend top 'n' resumes against a particular Job Description
- **Outcome:** The resumes were parsed and provided with top recommendations that suits the best for a particular Hob Description. The tool proved to be very useful for the HR of the organization in screening the resumes.
- **Techniques:** Natural Language Processing using NLTK, SPACY, BERT and LSTM
- **Tools:** Python, Django Framework, Angular JS

**PROFESSIONAL  
ACHIEVEMENTS**

**CONTRUBUTION IN THE INNOVATION LAB**

- Built an NLP model "Resume Parser" and was selected for a live demo as the top 5 most innovative models across the country by Great Learning
- Achieved the award for best team several times

**EDUCATION**

**POST GRADUATION IN MACHINE LEARNING AND ARTIFICIAL INTELLIGENCE**

Great Lakes Institute of Management and University of Austin, Texas

**BACHELOR OF ENGINEERING IN MECHANICAL**

BMS College of Engineering