

Anmol Kapoor

Engineering Manager @Flipkart (India) and Masters in CS [ML & AI] @Georgia Tech (Atlanta)

7+ years of professional experience in software design and development for large scale applications. Along with work, pursuing Masters in Computer Science from Georgia Tech in Machine Learning and Artificial Intelligence. Expertise in leading agile team with scrum and project management.

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WORK EXPERIENCE

Engineering Manager @ NLP Tech Group, CX

Flipkart Internet Pvt Ltd, Bengaluru, India

09/2019 – Present

Achievements/Tasks

- Leading team responsible for NLU capabilities for Flipkart customer experience. Working on intent identification on chat bot and integration with flipkart.
- Current projects include Conversational Flipkart Support Assistant bot, Knowledge-base management system and platforms enabling Chat and Social Channels @Flipkart.
- Part of business decision making, closely working with Data scientists, Product managers and UX teams.

Software Developer @CX

Flipkart Internet Pvt Ltd, Bengaluru, India

04/2012 – 08/2019

Worked with flipkart as SDE1, SDE2, SDE3 and Tech Lead.

Achievements/Tasks

- Developed Flipkart's in-house incident management system replacing Oracle's propriety solutions, customized for scale and e-commerce domain.
- Lead 12 member team, responsible for customer experience on Self Serve at Flipkart (website & mobile) and Agent serve applications for consultants.
- Been part of CX team journey from a team of 3 to 40 as mentor and contributor.

Research Intern

IIM Ahmedabad, India

05/2011 – 06/2011

EDUCATION

Masters in Computer Science [ML and AI]

Georgia Tech - College of Computing, Atlanta, US

08/2018 – Present

Courses

- Artificial Intelligence, AI for Robotics
- Machine Learning, ML for trading
- Reinforcement learning.
- Data Visualisation, Operating Systems

Bachelor of Engineering, Computer Science and Engineering

Birla Institute of Technology

04/2008 – 05/2012

CGPA 7.8

Courses

- Algorithms and Data structures
- System Modeling, Compiler design, Parallel Computing
- Digital Image Processing, Mathematics, Basic Electronics
- DBMS, Operating System
- AI Systems, NLP, Software Engineering, System Theory
- Computer Networks, Distributed & Realtime Systems

SKILLS

Large Scale Application development

Applied Machine Learning

Restful Webservices

Leading Agile Tech teams

Scrum

Project Management

PROJECTS

Algorithm for Frequent Pattern Mining on Closed Itemset (05/2011 – 06/2011)

Under guidance of Prof. Dr. Rajanish Dass, IIM Ahmedabad. Project relates to research in field of Data Mining of Patterns over large transactional datasets, extracting frequent patterns and optimising space and time complexity of algorithm.

Twitter Sentiment Analysis (01/2012 – 04/2012)

Under Guidance of : Prof Dr. Indrajit Mukherjee. Data Mining of Twitter Alerts by various users and then estimating their sentiments regarding a particular query. Use of Supervised Machine learning tools and a Web based API as final deliverable.

CERTIFICATES

Machine learning and AI - Introduction (01/2018 – 02/2018)

International School of Engineering, Bengaluru, India. Introduction to Supervised & Unsupervised learning, Deep learning neural nets, Hands on Lab

Machine Learning, Stanford University (02/2018 – 03/2018)

Coursera , Certificate No. TG8F3DZD56

Functional Programming Principles in Scala, EPFL University (05/2016 – 07/2016)

Coursera , Certificate No. 6KA8G4JNG9

ACHIEVEMENTS

Ranked 34th in ACM-ICPC South-Asia Regional Onsite Finals, Asia-Amritapuri Site conducted by Amritapuri University Dec, 2010

INTERESTS

Music

CrossFit

Running

Reading