

# Anmol Kapoor

Engineering Manager @Flipkart (India) and pursuing Masters in CS [Machine Learning] @Georgia Tech (Atlanta)

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## WORK EXPERIENCE

### Engineering Manager CX NLP Tech Group - Flipkart

09/2019 – Present

*Achievements/Tasks*

- Leading team (7 Devs & 3 Data Scientists) responsible for NLU capabilities for Flipkart CX across Chat, Social and Email customer connect channels.
- Recent product : Flipkart Support Assistant (ChatBot). First point of contact for post-order experience help for flipkart customers. Handled 100k chats per day which were resolved by the bot without transfer to consultants.
- Working closely with Product, UX and Biz team for new flipkart initiatives.

### Tech Lead CX- Platform Team - Flipkart

07/2018 – 08/2019

*Achievements/Tasks*

- Led team (12 Developers ) responsible for aggregated views and actions, for customers - (Flipkart SelfServe) and consultants (Flipkart Agent Serve)
- Redesigning aggregator platform for Versioned Aggregated Apis for decoupling UI (Mobile, Web,App) from backend deployments. Api response time reduced from 1200ms to 350ms with scaling at 15k QPS.
- Created async messaging capabilities for Long Polling from UI to platforms, using Redis PubSub. Enabled CX to scale across outsource partners at different locations.
- Responsible for SDLC processes, Mentoring, Engineering health of systems with IDP planning for direct reportees. Hiring and building team strength.

### Software Developer @CX Flipkart Internet Pvt Ltd, Bengaluru, India

04/2012 – 08/2019

*Worked with flipkart as SDE1, SDE2, SDE3*

*Achievements/Tasks*

- Developed Flipkart's in-house incident management system replacing Oracle's propriety solutions, customised for scale and e-commerce domain.
- Been part of CX team journey from a team of 3 to 45 as mentor and contributor.

## EDUCATION

### Master of Science (M.S.) CS, in Machine Learning 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

## 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 - Research Intern @IIM Ahmedabad (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