

# SANKIRNA JOSHI

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## SUMMARY

*Strategic and results-driven Data Scientist with 10+ years of experience driving product performance through, experimentation, causal inference, and machine learning. Proven track record of leading high-performing teams, launching AI-driven products, and influencing executive stakeholders. Passionate about building data cultures that scale.*

## EXPERIENCE

### Expedia Group

Feb 2022 – Present

#### Manager, Data Science Analytics

- Lead a team of data scientists, analysts, and ML engineers to optimize post-booking experiences and AI agentic flows, **delivering \$10M+ in operational cost savings** and a **4% increase in customer self-service rates** in 2024.
- Spearheaded the launch of Hotels.com's first AI agent under aggressive timelines leading the analytics.
- Aligning ML, product, engineering, and operations under tight deadlines; presented weekly progress to senior leadership.
- Championed experimentation excellence across my org by leading A/B test reviews, mentoring peers, and fostering a culture of analytical rigor.
- Partnered with product, finance, and operations to define success metrics, forecast impact, and prioritize roadmap decisions

#### Data Scientist III, Analytics

- Designed and analyzed A/B tests and applied causal inference to evaluate self-service features, resulting in **\$2M in agent cost savings** in 2023.
- Led analytics for a cross-org initiative to unify traveler accounts across Expedia Groups 10+ brands, **250M+ users**, defining core metrics and building an executive dashboard recognized by **the CTO and CEO**.
- Productionized integrated datasets across clickstream, booking, loyalty, and customer interaction data, improving data trust and **reducing query times by 40%**.

### Afiniti

Sep 2020 – Feb 2022

#### Data Scientist, AI

- Developed AI models for intelligent call pairing and routing, generating **\$4M+ in monthly revenue** by optimizing caller-agent pairings for two of the world's largest telecom companies.
- Built Bayesian models to predict customer retention and sales, applying item-response theory and probabilistic modeling.
- Developed a multi-classification catboost model to predict customer churn increasing revenue by \$0.05 per call.

### InCred Finance

Aug 2017 - Mar 2019

#### Software Engineer

- One of the first data engineers at this startup; designed and built the data warehouse, created ETL pipelines, and 50+ dashboards.
- Developed a ML model to extract company names from hand-filled forms, saving **10+ hours/day** for sales teams.

### Cognizant

Aug 2015 - Jul 2017

#### Data Analyst

- Designed ETL workflows and built complex SQL queries to answer ad hoc business questions for a major travel client.
- Supported reporting and data modeling for enterprise data warehouse projects.

## SKILLS

- **Product Analytics:** Metric Design, KPI Forecasting, Product Experimentation, Executive Dashboards
- **Data Science:** A/B Testing, Causal Inference, Bayesian Modeling, LLMs, NLP, Time Series
- **Leadership:** Cross-functional Collaboration, Stakeholder Influence, Strategic Road mapping
- **Tech Stack:** Python, R, SQL, PySpark, Databricks, Airflow, Tableau
- **Libraries:** Pandas, NumPy, Spark, TensorFlow, NLTK, CatBoost

## EDUCATION

MS, Business Analytics

University of Cincinnati

Aug 2020

Machine Learning Engineer Nanodegree

Udacity

Sep 2017

BS, Mechanical Engineering

Mumbai University

Aug 2014