

SUMMARY

Data Scientist with 9+ years of experience in product analytics, A/B testing, and causal inference. Expertise in designing experiments, ML, and driving insights and decision-making to inform business strategy. I'm motivated by solving ambiguous high-impact problems, continuous learning, and mentoring others.

SKILLS

- Languages:** SQL, Python, R
- Stats, ML and AI:** scikit-learn, XGBoost, statsmodels, shap, claude, copilot
- Data:** Pandas, NumPy, Spark, Airflow, DataBricks, Trino, Redshift
- Visualization:** Tableau, Matplotlib, Seaborn, Dash
- Leadership:** Cross-functional Collaboration, Stakeholder Influence, Strategic Road mapping, Mentoring

EXPERIENCE

Data Science Manager, Expedia Group July 2024 – Present

- Partnered with senior product, finance, operations, and tech leadership teams to define KPIs, set goals and metric targets for company-wide tier 1 metrics with visibility at the C-level.
- Owned the experimentation and Data strategy for Post Booking Experiences team leading a team of 4 analysts and launching and analyzing 30+ A/B tests driving \$35M in annualized cost savings in 2025.
- Directed the design, implementation and org-wide adoption of an LTI (Longer-term impact) model to measure the impact of traveler self-service improvements on Expedia's Customer Lifetime Value (CLV).

Data Scientist III, Expedia Group Feb 2022 - June 2024

- Collaborated with Product, UX and engineering to launch Self-Service features for 100M+ travelers, designing and analyzing A/B tests that increased traveler self-service rate by 8%, and drove in \$10M in agent cost savings in 2024.
- Drove pro-active insights by identifying customer pain-points across Web and App, validating hypotheses with data and providing product recommendations that unlocked ~\$10M annual GBV uplift.
- Served as the subject matter expert in the Post Booking Experience domain: establishing data source, defining metrics (eg. Traveler self-service rate, agent handled contacts, repeat purchase likelihood) built Tableau dashboards that function as source of truth, and developed extensive documentation on this new area.
- Led and mentored 2 data scientists providing technical guidance and helping with professional growth.
- Re-engineered critical data pipelines to optimize performance and reduce compute costs by \$15K through efficient resource utilization.

Data Scientist, Afiniti Sep 2020 – Feb 2022

- Generated an average monthly revenue of around \$4 million by intelligently pairing callers to call center agents by developing and productionizing statistical models and measuring performance output using advanced time-series based A/B testing.
- Built Bayesian AI models for predicting customer retention and sales in the contact center space implementing novel techniques such as item-response theory.
- Developed a Catboost classification model to predict customer churn leading to an uplift of around \$0.05 per call.
- Defined KPIs and various business metrics for monitoring model performances and performed critical deep dives to understand business performance.

Software Engineer, InCred Finance Aug 2017 - Mar 2019

- Designed company's first data warehouse and all the ETLs enabling data driven decision making and reporting.
- Created over 50 dashboards and reports using Redash for senior business and technical teams by defining key metrics and KPIs for sales insights, customer delinquency, and application turn-around-time.

Data Analyst, Cognizant Aug 2015 - Jul 2017

- Developed efficient ETL processes and performed code QA checks. Gathered data modeling requirements and translated into ETL code to load the EDW using Informatica workflow for a large travel and hospitality (T&H) client in America.
- Gathered requests from Business analysts and wrote complex SQL queries in Teradata and exposed transformed data for reporting purposes.

EDUCATION

MS, Business Analytics	University of Cincinnati	Aug 2020
Machine Learning Engineer Nanodegree	Udacity	Sep 2017
BS, Mechanical Engineering	Mumbai University	Aug 2014