

## 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, AI:** scikit-learn, XGBoost, statsmodels, shap, claude, gemini
- **Data:** Pandas, NumPy, Spark, Airflow, DataBricks, Trino, Redshift
- **Visualization:** Tableau, Matplotlib, Seaborn, Dash, Looker
- **Leadership:** Cross-functional Collaboration, Stakeholder Influence, Strategic Road mapping, Mentoring

## EXPERIENCE

### **Data Science Manager, Expedia Group**

**July 2024 – Present**

- **Owned the experimentation and data strategy** for Post Booking Experiences team **leading a team of 4 data scientists** and launching and analyzing 30+ A/B tests **driving \$35M in annualized cost savings in 2025**.
- **Spearheaded the launch of Hotel.com's first ever Agentic AI chatbot** that combined shopping, search, destination, and servicing in a unified experience under a challenging deadline. **Defined key launch metrics** to track for Post Booking Space, built performance tracking dashboards for leadership, and recommended product fast follows.
- **Set goals and metric targets for multiple tier 1 metrics** at the company through deep partnership with product, finance, operations, and tech teams.
- **Directed the design, implementation and org-wide adoption of an LTI (Longer-term impact) metric** to measure the impact of product launches on 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%**, leading to **~\$10M in agent cost savings in 2024**.
- Drove **proactive insights** by identifying customer pain-points across Web and App, validating hypotheses with data and providing product recommendations that unlocked **~\$600K 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) and built Tableau dashboards that function as source of truth.
- Defined analytics strategy and executive KPIs for a **global Traveler Identity unification initiative impacting 261M travelers across 3 brands and 100+ point of sales**; enabled leadership decisions and successful delivery, **recognized by the CTO and CEO**.
- **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**

- 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**.

### **Software Engineer, InCred Finance**

**Aug 2017 - Mar 2019**

- **Hired as one of first full-stack data scientist** at this startup designed and built the data warehouse, created ETL pipelines, statistical models, and 50+ dashboards.
- Developed reports, analysis, completed ad-hoc requests for wide variety of financial applications like **customer delinquency, fraud, loan application turn-around-time, credit risk modeling**.

### **Data Analyst, Cognizant**

**Aug 2015 - Jul 2017**

- **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.

## EDUCATION

### **MS, Business Analytics**

**University of Cincinnati Aug 2020**

### **Machine Learning Engineer Nanodegree**

**Udacity Sep 2017**

### **BS, Mechanical Engineering**

**Mumbai University Aug 2014**