CHANDRA SHEKAR BIKKANUR

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ACCOMPLISHED DATA SCIENTIST

Driving significant results through broad and deep subject matter expertise

- Committed and successful Data Scientist with broad based expertise leading analytics, reporting, and dashboard development to support evidence-based decision-making.

- Expertise spans project management, team collaboration, and the development of analytics and models; with Citi, improved client satisfaction by using the BERT language model for NLP to support sentiment analysis of customer comments.

- A demonstrated record of success over a series of promotions with Citi, PGH Group, and RealFlex Applications. Holds a Master of Information and Data Science Degree from University of California, Berkeley.

> *"I had the pleasure of working with Chandra during our time at MIDS. We collaborated on multiple projects, including working on a ML model to predict forest cover types, as well as an NLP project to classify toxic user comments. Chandra has an incredible work ethic and he pays great attention to detail."*
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> ***Apik Z., Machine Learning Lead at Facebook***

AREAS OF EXPERTISE

- *Skilled in Data Science, Machine Learning, and AI*
- *Experienced in Natural Language Processing (NLP)*
- *Proficient with TensorFlow, Keras and PyTorch packages*
- *Experience in Data Engineering*
- *Supporting Large-Scale Projects*

- *Developing Data Visualizations and Dashboards*
- *Influencing Executive Decision-making*
- *Hands-on experience with AWS, GCP and Azure*
- *Programming in Python, PySpark, R and SQL*
- *Surpassing Performance Targets*

Professional Experience

2020 to Present • CITI • Irving, TX
Citi is a leading global bank that serves more than 200 million customer accounts and does business in more than 160 countries and jurisdictions.

Senior Data Scientist

Fulfills a key role as a member of a six-person team of data scientists supporting projects that provide insight into customer sentiment, customer pain points, resolve business challenges, and improve the overall consumer experience. Collaborates with the Data Engineering team to transition code to production environments.

- *Leveraged the BERT language model for NLP to support sentiment analysis of customer comments, providing Citi with valuable insight into opportunities to improve customer satisfaction. Improved the accuracy of sentiment analysis from 71% to 93%.*

- *Successfully reduced customer pain points by 300,000 by building a new algorithm for a text similarity score using REGEX, TF-IDF and a cosine similarity score.*

- *Coupled PySpark code with a Parquet file format in order to lower the inference time of a machine learning pipeline from 7.5 hours down to five minutes.*

- *Enabled insight into all topics of business interest by implementing the LDA topic model on a large customer feedback text data set, and developed an LSTM and BERT deep learning models for topic classification.*

- *Applied a combination of SVC, Logistic Regression, Linear SVC, XGBoost and Logistic Regression CV models to build a custom ensemble model for topic classification.*

- *Developed a text auto-complete models to assist users in selecting the next sentence by using Markov chains model.*

2016 to 2020 • PGH GROUP • Irving, TX
PGH Group LLC was a consulting firm that offered implementation, support, and training in SAP, Salesforce, WorkDay and Oracle projects.

Data Scientist & Data Integration Lead

Coordinated and executed a variety of data science and data integration responsibilities in line with the needs of clients, including data mining, data cleaning, model fitting and evaluation, and features selection. Scope of achievements included positive impacts to the business through statistical analysis, logistic regression modeling, data visualization, and text similarity modeling.

- *Credited with authoring a document of coding standards that improved comprehension by the data science team, introducing consistency and significantly reducing debugging time.*

- *Led a predictive analytics project for an insurance company, influencing the mailing of promotions to focus on policyholders who were most at risk of canceling their coverage.*

- *Performed statistical analysis on underwriting data using Python and PySpark to arrive at determinations of risk to guide the approval of new insurance policies. Deployed the model on AWS Sagemaker for inference.*

- *Innovated a Logistic Regression model to enable customer churn analysis, serving as the foundation for strategies that increased customer policy renewals by 30%.*

- *Used Tableau and D3.js to develop data visualization dashboards that provided real-time insight to executives and managers, fostering data-driven decision-making.*

- *Improved customer retention through the development of text similarity models that increased the visibility of complaint trends and enabled companies to address and resolve 60% more complaints.*

- *Lowered inference time by 50% by wrapping Machine Learning prediction and inference calls in Flask API, deployed on Google Compute Engine.*

2013 to 2016 • REALFLEX APPLICATIONS LLC • Akron, OH
RealFlex Applications is a software development company offering business intelligence and ERP solutions.

Data Integration Specialist

Enabled real-time interaction between an enterprise CRM application and an enterprise EBS application using SOA, while enhancing client MDM and data modeling capabilities. Achieved this goal through the development of 15 REST APIs.

- *Recognized for creating B2B channels to enable the exchange of EDI documents with suppliers, supporting 70% of all business transactions.*

Education & Professional Development

UNIVERSITY OF CALIFORNIA, BERKELEY
Master of Information and Data Science Degree

LOUISIANA TECH UNIVERSITY
Master of Science Degree in Bioengineering and Biomedical Engineering

AWS Certified Machine Learning - Specialty - Amazon Web Services (AWS)
AWS Certified Cloud Practitioner - Amazon Web Services (AWS)
Microsoft Certified Azure Fundamentals - Microsoft
Deep Learning Specialization - DeepLearning.AI