

# SUNIL KUMAR.C

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## Summary

- A lifelong learner, researcher and a 12+ years experienced technology professional with solid experience in multi-domain analytical and data products.
- Have donned many hats in product support, devops, product development, business analysis, testing, and project management in both the development and support maintenance projects.
- Experiences include end-to-end product lifecycle management, providing win-win solutions to critical client situations and complex business problems while delivering world-class support and maintaining positive client relationships.
- Looking to make a significant contribution in strategic research based techno-functional role in the areas of data science, big data and data products.
- Education and work experiences, interests include -

Machine Learning  
R Hadoop  
Project Management  
Data Products

Data Mining  
Big Data  
Process Improvement  
Model Building

R Programming  
Weka  
Predictive Analytics  
Process Mining

## Education

### **Doctoral (PhD) Research in Computer Science (Applied Machine Learning, Big Data)**

03/2009 – Till Date: Research & Development Center, Bharathiar University, Coimbatore

PhD Thesis Title: Automated Grading of Descriptive Answers through Machine Learning Techniques

Current Status: Synopsis accepted by the doctoral committee and the Thesis submission is due by 31 March 2015

### **Master of Technology (Information Technology)**

2003 – 2005: Part-Time off-campus program, Institute of Advanced Studies in Education, Rajasthan

First class degree awarded

### **Master of Science (Advanced Communication Systems)**

2001 – 2003: Department of Computer Science & Engineering, Bharathiar University, Coimbatore

First class with Distinction degree awarded

## Work Experience

### **Manager - Support**

06/2013 – Till Date: India Analytics Center, Zyme Solutions, Bangalore, India

- A client facing technical manager and an expert in Zyme's channel data visibility platform, business intelligence dashboards.
- Currently managing a team of 10+ product consultants that resolve and triage various analytical issues across the products stack. The work includes creating adhoc data visualization reports for clients.
- Built models in R to forecast sell in and sell out predictions by customers and also to the predict churn of partners from a client. The team executes these machine learning models to provide repetitive reports to clients.

### **Manager**

11/2011 – 02/2013: Mu Sigma Business Solutions Private Limited. Bangalore, India

- As a Technical program manager, managed 15+ analytics applications implementation projects. The projects included building machine learning models and data visualizations.
- Have consistently completed the projects on-time, in budget and with agreed scope.
- Was responsible for resource allocation and management of 30 resources that are from multiple disciplines and levels of expertise including Development Engineers, Support engineers, QA specialists, Installation Specialists, Business Analysts and remote contractors.
- Provided business analysis on project designs including review of architectural blueprints and workflow designs.
- Managed contracts and billing processes to ensure every contractual agreement was accurately captured, tracked and reported on to financial controllers and auditors.

## **Manager – Product Support & Operations**

*12/2010 – 09/2011: Apigee Technologies, Bangalore, India*

- Built an end-to-end services department, including Product Support, Devops, and System implementation specialists.
- Have implemented day-to-day processes to ensure product and technical support resources could proactively assist clients to effectively resolve product, technical issues.
- Created efficient configuration management processes to handle implementation, testing, release and documentation cycles for implementation, deployment projects and support code changes.

## **Product Support Manager**

*6/2006 – 12/2010: Fair Isaac Inc., (FICO) Bangalore, India*

- The work included supporting the machine learning models built to identify potential loan defaulters and suggest appropriate strategy for successful recovery of loans.
- Provided 2nd line, 3rd line product support and executed billable client projects for various FICO proprietary analytical products in banking and finance domain.
- Have played a resident product expert role for FICO Debt Manager, a collections and recoveries analytics product.
- Engaged with Client Partners and Sales Reps to ensure that client expectations were understood across both technical and business aspects and managed client perception during request for proposals and sales cycles.

## **Application Support Engineer**

*9/2003 – 5/2006: GE Capital International Services. Hyderabad, India*

- Worked on batch scheduling and resolved batch abends on Mainframe and AS400 systems.

## **Certifications**

**Machine Learning**, Stanford University – Coursera

**Practical Machine Learning**, John Hopkins University – Coursera

**Data Mining with Weka**, University of Waikato, online program

**More Data Mining with Weka**, University of Waikato, online program

**R Programming**, John Hopkins University – Coursera

**Statistical Inference**, John Hopkins University – Coursera

**Exploratory Data Analysis**, John Hopkins University – Coursera

**Getting and Cleaning Data**, John Hopkins University – Coursera

**The Data Scientist's Toolbox**, John Hopkins University – Coursera

**Project Management Professional (PMP)**, Project Management Institute (PMI)

**Certified Support Manager (CSM)**, Service Strategies

**Information Technology Infrastructure Library (ITIL) Foundations V3**, EXIN

**Six Sigma Greenbelt (Trained, Tested)**, General Electric

**WebSphere Application Server V6.1 Core Administration**, IBM

**WebSphere Application Server V6.1 Advanced Administration**, IBM

## **Awards & Honours**

**FICO Technology Award 2009** for conceptualizing and developing innovative analytical tools to be used in product support operational audit.

## **Publications & Conference Presentations Summary**

- Published four research papers in International open-access journals.
- Published one research paper in a Scopus indexed international journal.
- Published one research paper in a Scopus indexed & ISI Thompson indexed international journal.
- Presented one research paper in a University Grants Commission, India sponsored national conference proceedings.
- Presented one research paper in a national conference.
- Contributed to one research paper that is under review for publication in an international open access journal.
- Presented one research paper in an IEEE international conference & the full paper is accepted for publication in an international Scopus indexed journal.
- Presented one research paper in an IEEE international conference & it is in review for inclusion in IEEE Explore.