

Nitin Kumar Hardeniya

CONTACT INFORMATION	#201, BhartGolfview apartments Rustam baag, Bangalore, India 08971914653	<i>E-mail:</i> nitinhardeniya@gmail.com <i>WWW:</i> http://about.me/nitinhardeniya
RESEARCH INTERESTS	Big Data, Natural Language Processing, Machine Learning, Information Retrieval/Extraction, Computational Linguistics	
EDUCATION	International Institute of Information Technology , Hyderabad, India Master of Technology, Computer Linguistics Minor: Natural language processing, Information extraction and retrieval Advisor: Vasudeva Verma Government Engineering College , Jabalpur Bachelor of Engineering, May 2008 Computer Science Engineering	
AWARDS	Co-author of 4 provisional US patent in the area of customer experience. NIIXI Research Fellowship to attend World Wide Web 2011 .	
EXPERIENCE	Fidelity Investment <i>Data-Scientist</i>	June 14 - Present
	Groupon <i>Data-Scientist</i>	July 13 - Present
	247-Inc Innovation Labs , Bangalore, India <i>Senior Analytics Consultant</i>	June 11 - July 13
FIDELITY	Customer service Transformation: The project aims to transform the customer experience across different contact channels.	June 14 -Present
	Text mining framework : Cotributed to the text mining framwork that can classify the email/chat complaints of the customer.	June 14 -Present
GROUPON	Goods Forecasting : This project involve building a smart inventory system for Groupon Goods.	
	Deal Categorization : Web page categorization for deals at groupon.	Oct 13 - Jan 14
	FAQ Generation : Auto generation of groupon's Frequently asked questions.	July 13 - Oct 13

Customer Service tickets Forecasting :Forecasting the customer service tickets (email/phone) at groupoan. **July 13 - Oct 13**

247 INC

Agent Recommendation: This project involve all the initiative we are doing to improve our chat agent by providing the real time recommendations by mining different logs. **Sep 12 - July 13**

Web-log mining: For a better user targeting model by fusing drivers from web-log mining, text mining, Social media mining. **Sep 12 - July 13**

Drop-Off Analysis: This task was to get the journey of a customer using sequence labeling HMM. This helped us in optimizing chat stages and predicting the intent of the customer. **July 12 - Sep**

Product Extraction For Retail : This POC involve Extraction of product name, description and categorizing them into some meaningful business categories help us predicting the user intent better. **March 12 - June**

Customer Re-targeting Model: This task was to get the propensity to re-target a customer using topic modeling. **July 12 - Oct**

Leakage Detection in chat: This task involves detecting whether a given chat leakage to a voice agent or it got transfered to other chat department In addition to the department/team where the leakage happened. This is now a part of Px Insight. **Sep - Dec 11**

Issue Categorization in chat: The main idea of Issue categorization is to find the main issue in the chat. I have written some modules that has improved the precision and recall of the existing system. **June 11 - June 12**

PAPERS SUBMITTED Nitin Kumar Hardeniya and Vasudeva Verma “ *Personalized Summary of Movie Review*” **Apr 11**

COMPUTER SKILLS

- Languages: Python, R, Java, C, Unix Utils.
- Data gathering : Nutch, Lucene, Scrappy, lemur, terrier, different parsers (beautifulsoup, xpath), and open apis.
- Data processing : NLTK, Stanford Tools, OpenNLP, GATE, CLIPS.
- Machine Learning : Scikit-learn, Weka, Numpy, Scipy, Pandas, Libsvm, gensim, Mallet, Orange
- Big Data: Hadoop,Hive,Pig, Sqoop, Splunk,Apache mahout, Apache Spark

CONFERENCE PARTICIPATION

- WWW2011
- ICON 2011
- PKDAD 2011

ADVANCED COURSES

- Natural Language Processing
- Machine Learning
- Information Retrieval
- Computational Linguistics