APOORV SINHA

CONTACT

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[Apoorv Sinha | LinkedIn](#) 💼

[Portfolio](#) 🌐

KEY SKILLS

Python *(NumPy, Pandas, Scikit-learn, Flask, Streamlit, Matplotlib, Seaborn)*

Machine Learning *(Supervised and Unsupervised Learning)*

Supervised Learning *(linear and logistic regressions, decision trees, support vector machines)*

Unsupervised Learning *(k-means, clustering, PCA)*

Data Visualization *(Matplotlib, Tableau, MS Excel)*

Git

SQL *(My SQL)*

Recommender Systems

Data Analysis

Communication

Critical Thinking

EDUCATION

Bachelors in Science (Statistics)

Savitribai Phule Pune University (2015-2018)

GPA 3.9

Certificate in Data Science

Simplilearn

DATA SCIENCE PROJECTS

- Movie Recommender System
- SMS spam classifier
- T20 Match Score Prediction
- Olympics Data Analysis

Accomplishments

- **Won 5 fortnight awards in Amazon.**
- **Won 3 quarterly awards in Amazon**
- **Won 3 Most Valuable Player Awards**

PROFILE

Currently I am working at Amazon as a Quality Analyst, with 3+ years of experience cutting across data, audits, and policy making.

I have the understanding of data science and technology-driven sustainable solutions for implementing impactful programmes at scale. Along with this, I have worked on multiple data science projects and deployed them on server to make a full-fledged model.

I identify as a self-taught programmer. I am passionate about leveraging data science to help inform meaningful policies that advance the company's as well as my growth.

PROFESSIONAL EXPERIENCE

Quality Analyst
Amazon Development Centre – Pune, India

July 2021 – Present

- Audit contacts for all abuse prevention LOBs in Amazon Development Centre for process and compliance check.
- Work on MySQL to pull the data for analysis.
- Using Python for Feature Engineering and EDA.
- Analysing the policy ambiguities and working on improving same which helps in controlling the Concession Leakage
- Analysing outliers and share weekly reports with stakeholders
- Making Excel and Tableau dashboards for data representation.
- Worked on VBA codes to automate most of Microsoft Excel work
- Coordinating with stakeholders for each Marketplace on the basis of reports
- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.
- Developed monthly and quarterly reports for leadership team and quality improvement programs.
- Led process improvement projects to help operations meet and exceed quality standards and reduce costs.

CASE Analyst
Amazon Development Centre, Pune, India

- Root Cause analysis on high concession Cases.
- Worked on Projects for process improvements.
- Support new hires and provide feedback to them
- Audit contacts and share reports for abuse prevention outliers

Customer Service Associate

Aug 2019 – Oct 2020

Amazon Development Centre, Pune, India

- Handled customer queries for Middle East LOB of Amazon.
- Worked on multiple projects for process improvements.