

# APOORV SINHA

Data Scientist

## CONTACT

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[Apoorv Sinha | LinkedIn](#)

[Portfolio](#)



## KEY SKILLS

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

**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, seaborn)

**Git**

**MySQL** (Data Manipulation, Data Modelling, and Data Analysis)

**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
- [Customer Service Data Analysis](#)

## Accomplishments

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

## PROFILE

As a Quality Analyst with 3+ years of experience in customer service, data analysis, auditing, and policy making, I bring a strong understanding of data science and technology-driven solutions to implement impactful programs at scale. My passion for leveraging data science to drive meaningful policies has been demonstrated through various successful data science projects, which I have developed and deployed as a certified programmer.

At Amazon, I have leveraged my expertise in data analysis and technology to inform and advance the company's goals and growth, while continuously expanding my own skills and knowledge in the field. I am eager to continue leveraging my skills and experience to drive impact and drive success.

## 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

October 2020

– July 2021

- 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

Amazon Development Centre, Pune, India

Aug 2019

– Oct 2020

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