

APOORV SINHA

Data Scientist

CONTACT

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[Apoorv Sinha](#) | [Linkedln](#)

[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).

Inferential Statistics

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.