Thriloknath Kummetha Email: thrilokkummetha@outlook.com

Mobile: +91-9972963966

Professional Summary:

- **4** years of experience in Data Science with a background in Natural Language Processing and Visual Analytics.
- Experience in multiple frameworks – NumPy, Pandas, Scikit-learn, Keras, and TensorFlow.
- Adept at creating Machine Learning and Deep Learning models for the Logistics and Communication service Industry.
- Adequate Business domain Knowledge and can communicate the business data insights efficiently with the technical and non-technical clients.

Technical Skills:

Languages : Python, SQL, VB.Net

Machine Learning : Regression, Clustering (K-Means, Hierarchal), Gradient Descent, SVMs, Deep Learning using TensorFlow (Keras).

Statistical Tools : Regression models, Time Series, Principal Component Analysis, Dimensionality Reduction.

Professional Experience:

Tech Mahindra Business Services Limited : July 2017 onwards

Project #1: Expand the customer base by predicting the likelihood of customers upgrading their subscriptions.

Project : STL_CS_179
Designation : Associate Data Scientist

Responsibilities:

- Worked on building a model using NLP techniques and Sentiment Analysis to predict the reasons behind customer interactions, thus improving the ways to deal with customers.

- Created and designed reports which use gathered metrics to infer and draw logical conclusions from past behaviour.
- Worked with the production and marketing teams to identify and increase the group of customers who are likely to subscribe for additional services.

Project #2: Improve the retention of customers by analyzing their interactions with the customer service personnel.

Project	:	STL_CS_163
Designation	:	Associate Data Scientist

Responsibilities:

- Categorized the comments into multiple clusters from different sources using Text Analytics.
- Explored and analyzed the customer-specific features by using different Data Visualization techniques.
- Designed a model using NLP techniques to identify the customer's probability of terminating the services provided.

Project #3: Predict the satisfaction rate of the customers in order to provide appropriate services efficiently.

Project	:	TDN_PL_41
Designation	:	Associate Data Scientist

Responsibilities:

- Built a model to predict the rate of satisfaction of the customers resulting in the decline of the customer complaints.
- Using the Regression models, worked on an automated system to predict the legitimacy of the customer reviews.
- Analyzed the anonymous employee performance reviews to identify regular areas to improve efficiency.

Academic Qualification:

- **Master of Science,** Aerospace Engineering from University of Manchester, Manchester, United Kingdom - 2016.
- **Bachelor of Technology,** Aerospace Engineering from SRM University, Chennai, India - 2015.