

## EBIN K THOMAS

Mobile: +91 9496357986

Email: ebink10@gmail.com

Nationality: Indian

### SUMMARY OF QUALIFICATIONS

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- Data Scientist with a strong background in **Machine Learning, Deep Learning, Natural Language Processing (NLP), Python and Statistics**.
- Worked on various POC on **Machine Learning Projects and Transformer** based models.
- Played Key roles in Design, Development, Testing, Maintenance and Troubleshooting.
- Proficient in major data analytics and visualization tools like Python.
- Experienced in Requirement Gathering & Analysis, coordinating the project activity between team and client.

### WORK EXPERIENCE

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#### INFOSYS

Senior Associate Consultant – Data science

Bangalore, India

Jan 19-Present

#### Infosys Intelligent Assistant (IIA)

**Technologies:** Python, Angular, Flask, Mongo DB

**Models Used :** Logistic Regression, Naïve Bayes, Random Forest, XG Boost.

**Description:** The motive of this tool is to reduce the resources of L1 support in Maintenance projects. It reduces the human intervention needed to classify and assigning the tickets and helps to resolve the repeated tickets.

- Implemented with four algorithms Logistic Regression, Random Forest, Naïve Bayes and XG Boost. These algorithms are used to train the historical tickets and then to classify the tickets and also assign to the available support engineer.
- Implemented with other features showing the related tickets based on the historical tickets by using the Word2vec algorithm.
- Repeated tickets can be automatically resolved by invoking the python scripts.

#### Responsibilities:

- Worked on the training module and retraining module on implementing the algorithms to train the historical tickets.
- Worked on the Data Pre-processing for different internal accounts and demonstrated and installed the IIA in many key accounts.
- Worked on the integration with different ITSM tools (SNOW,JIRA) for getting the tickets and updating the tickets from the IIA tool.
- Implemented Solution to Related Tickets functionality using Word2Vec model.

#### Infosys Fraud Detection

**Technologies:** Python, PyTorch, Angular, Flask, Mongo DB

**Models Used:** LSTM

**Description:** To identify an employee is potential fraud or not.

#### Responsibilities:

- The background verification takes 2-3 months of time and usually done with help of third party vendors.
- To avoid the delay in the background verification process.
- Implemented a deep learning model to predict the data is fraudulent or not.

## Sentiment Analysis with Deep Learning

Technologies: Python, PyTorch

Models Used: LSTM

Description: Built a deep learning model to find the sentiment of the customer.

Responsibilities:

- Implemented a LSTM based model to predict the sentiment of a customer from the ticket data.
- Involved in deploying the model to various clients.

## Text Classification using BERT Model

Technologies: Python, PyTorch Models

Used: BERT

Description: Built model for the Text Classification using BERT for IIA.

Responsibilities:

- Involved in the development of Transformer based NLP models for the classification of the data.
- Involved in the testing and fine tuning the model with various datasets.

## COGNIZANT TECHNOLOGY SOLUTIONS

Coimbatore, India

Programmer Analyst

Aug 16 –Jan 19

Conversational Chatbot

Technologies: Python, AWS S3

Models Used: Chatterbot

Description: Helped automobile client to set up a machine learning Chabot using Chatterbot.

Responsibilities:

- Built a Conversational Chatbot which provides the information about various the production support activities.
- The bot developed and deployed using AWS services and the prototype developed using Python Chatterbot.

## EDUCATION

AMRITA SCHOOL OF ENGINEERING

Kollam Sep 14 – Jul 16

Master of Technology in Wireless Technology

GPA: 8.5/10

RAJAGIRI SCHOOL OF ENGINEERING AND TECHNOLOGY

Kochi, India Sep 09 –Jul 13

Bachelor of Technology in Electronics Engineering

GPA 67/100

## TECHNICAL SKILLS

Data Analytics	• Python, MongoDB,PyTorch.
Programming	• Python .
Database	• MongoDB,MySQL
Machine Learning	• Scikit-Learn, Pandas, Numpy, Matplotlib, Seaborn.
Deep Learning	• BERT,PyTorch,Keras, Natural Language Processing (NLP), Transformers,RNN,LSTM
Automation testing	• CA DevTest
Amazon Web Services	• AWS Lex,AWS S3
Version Control	• GIT