

BHAKTI PATRAWALA

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EDUCATION

Indiana University, Bloomington

Master of Science in Data Science

CGPA - 3.67/4.00

August 2022 - May 2024

Mumbai University

Bachelor of Engineering Electronics & Telecommunications

CGPA - 8.53/10.00

July 2015 - May 2019

EXPERIENCE

Associate Software Engineer

Larsen and Toubro Infotech

August 2019 - May 2022

Mumbai, India

- Implemented a comprehensive technical support system for an offshore oil rig application, optimizing backend processes and streamlining database management, resulting in a 75% reduction in downtime and enhanced crew productivity
- Achieved a notable 60% resolution rate by promptly coordinating with application users through various communication channels, effectively resolving 6 out of 10 reported issues within the first day of complaint receipt
- Successfully addressed backend bugs that were tracking user activities at oil rigs, leading to a significant 93% reduction in application downtime in 5 months, showcasing dedication to seamless user experiences and operational efficiency
- Elevated team performance through adept supervision and training of 5+ team members, empowering them to excel in deployment, bug investigation, testing, and automation domains
- Executed complete deployment processes for both mobile and web applications, including thorough pre-deployment and post-deployment smoke testing, ensuring optimal functionality
- Implemented automation initiatives, designed precise test flows, and utilized automation frameworks in Visual Studio Code, resulting in an impressive 79% reduction in post-deployment smoke testing duration for the client application
- Created and managed JIRA items to systematically track bugs and application-related incidents, assisting the development team in prioritizing these items based on feedback from clients and end-users, and consistently monitored the progress made on JIRA items throughout the development lifecycle
- Utilized ServiceNow to create, update, manage, and resolve diverse ticket types, such as incident tickets, service request tickets, problem tickets, knowledge articles, change requests, and more
- Collaborated internationally to investigate, resolve, and conduct root cause analysis of application bugs, resulting in a 30% reduction in reported issues and an 80% improvement in application stability

PROJECTS

Constructing a Psychological Feature Space using Deep Neural Networks:

October 2023-December 2023

- Spearheaded the use of deep learning models (e.g., ResNet, DenseNet) to generate Multidimensional Scaling (MDS) values for 360 rock images, achieving a 40% average correlation across 8 dimensions.
- Applied Vision Transformers and diverse neural network architectures to explore object categorization, advancing research on the intersection of representation learning, psychological dimensions, and AI perception.

Twitch Social Network Analysis:

February 2023 – May 2023

- Applied methods such as link prediction, clustering, and classification, the analysis of Twitch social network dynamics was conducted.
- Developed Graph Convolution Network (GCN) and Graph Sage models, achieving an impressive 96.94% accuracy in node classification for Twitch streamers, demonstrating the effectiveness of the approach.

Home Credit Default Risk Kaggle Competition Project:

October 2022 – December 2022

- Employed Python's Jupyter Notebook and libraries like Scikit-learn, Pytorch, and Numpy, attained a peak accuracy of 92% through techniques with Exploratory Data Analysis, feature scaling/selection, hyperparameter-tuning, and machine learning algorithm implementation.
- Evaluated multiple machine learning algorithms on both training and test datasets by participating in a Kaggle competition, resulting in a achieved score of 0.726, which determined the optimal performance and fit for the test dataset.

TECHNICAL SKILLS

Programming Languages: Python, R, C, Java, HTML

Database: MySQL, PostgreSQL, Couchbase Cloud Database, Neo4J

Framework: Tensorflow, Pytorch, Pandas, Numpy, Scikit-Learn, Spring/ Hibernate, JDBC

Applications: Tableau, R-Studio, Jupyter Notebook, SAS Visual Analytics, AWS, ServiceNow, JIRA, Confluence

Operating System: Windows, Ubuntu