BHAKTI PATRAWALA

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EDUCATION

Indiana University, Bloomington Cumulative GPA - 3.70/4.00
Master of Science in Data Science August 2022 - May 2024

Mumbai University Cumulative GPA - 8.53/10.00
Bachelor of Engineering Electronics & Telecommunications July 2015 - May 2019

TECHNICAL SKILLS

Applications: Tableau, R-Studio, Jupyter Notebook, SAS Visual Analytics, AWS, ServiceNow, JIRA, Confluence
Programming Languages: Python, R, C, Java, HTML
Database: MySQL, PostgreSQL, Couchbase Cloud Database, Neo4J
Framework: Tensorflow, Pytorch, Pandas, Numpy, Scikit-Learn, Spring/ Hibernate, JDBC, Selenium

EXPERIENCE

Associate Software Engineer - Quality Assurance Analyst April 2021 - May 2022
Larsen and Toubro Infotech Limited (Mindtree) Mumbai, India

- Transformed testing procedures by automating previously manual test cases with Selenium, resulting in a notable 79% reduction in post-deployment smoke testing duration for the client application
- Spearheaded the mentorship, training, and supervision of a team of 5+ members in application deployment, bug investigation, application testing, and test case automation, driving excellence across these domains.
- Enhanced operational efficiency by utilizing Atlassian Jira and Confluence to meticulously document bugs and incidents, prioritize tasks based on client and end-user feedback, and vigilantly monitor progress throughout the development lifecycle, while also effectively communicating investigation procedures and resolutions/workarounds
- Implemented collaborative efforts with cross-functional teams and client analysts to strategically prioritize new functionalities and bug fixes for upcoming releases, utilizing advanced Microsoft Excel analysis of Service-Now tickets

Software Engineer - QA/DBA August 2019 - Mar 2021
Larsen and Toubro Infotech Limited (Mindtree) Mumbai, India

- Executed end-to-end deployment processes for mobile and web applications, aligning back-end and front-end components seamlessly, for a specialized Java full-stack application tailored for offshore oil rig operations
- Collaborated internationally to investigate,conduct root cause analysis and resolve application bugs, resulting in a 30% reduction in reported issues and an 80% improvement in application stability
- Utilized Postman API, Microsoft SQL Server Management Studio, and NoSQL document databases, alongside analytical skills and server log analysis, to swiftly investigate and address application-related bugs, providing timely workarounds to users and achieving a notable 93% reduction in application downtime within 5 months
- Developed comprehensive test cases to cover various scenarios and conducted post-deployment manual smoke testing of the application, supplemented by thorough regression, compatibility, integration, acceptance, and API testing, ensuring robustness and reliability
- Achieved zero Service Level Agreement breaches by promptly addressing 75% of incidents on the day of arrival using the Service-Now ticketing system

PROJECTS

Analyzing Nursing Home Care Quality and Aging Demographics Across USA: Tableau Link March 2024-May 2024

- Orchestrated a comprehensive data narrative through Tableau, featuring multiple dashboards, to explore nursing home quality and aging demographics across USA
- Conducted thorough data pre-processing using Python and Excel, enriching insights and analytical depth for informed decision-making

Twitch Social Network Analysis: February 2023 – May 2023

- Employed link prediction, clustering, and classification for analyzing Twitch social network dynamics
- Achieved significantly high classification accuracy for Twitch streamers using Graph Convolution Network (GCN) and Graph Sage models, showcasing the approach's efficacy

Home Credit Default Risk Kaggle Competition Project: October 2022 – December 2022

- Utilized Python's Jupyter Notebook with Scikit-learn, PyTorch, and NumPy, achieving a peak 92% accuracy.
- Employed Exploratory Data Analysis, feature scaling/selection, hyper-parameter tuning, and algorithms like logistic regression, decision tree, random forest, and XGBoost
- Participated in a Kaggle competition, where evaluation of various machine learning algorithms on both training and test datasets resulted in achieving a score of 0.726, determining the optimal performance for the test dataset