Bhavish Kumar

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EDUCATION

Syracuse University, School of Information Studies, Syracuse, NY — May 2021
M.S. Applied Data Science — GPA: 4.0

Relevant Coursework: Introduction to Data Science, Data Analysis and Decision Making, Data Administration and Database Management, Big Data Analytics, Business Analytics, Data Analytics

Cochin University of Science and Technology, Cochin, India — April 2016
Bachelor of Technology in Electronics and Communication Engineering

EXPERIENCE

Mu Sigma Business Solutions Pvt Ltd, Bangalore, India — May 2016 to June 2019
   Decision Scientist
- Generated an annual 200% increase in the overall customer value proposition score of a fortune 100 eCommerce client by formulating a competitor analysis framework that helped gauge their performance against the market leader
- Evaluated monthly customer value proposition scores using this framework that involves quantifying dimensions of online customer experience into metrics and using PySpark & SQL on survey and Hadoop data sources for evaluation
- Visualized metric scores on a R shiny dashboard which was consumed by Chief Officers and 2500 category managers to track the monthly progress and identify improvement opportunities
- Collaborated with client to perform extensive EDA & ad-hoc analysis based on business understanding to improve score accuracy of metrics, thus opening the scope for framework automation
- Headed a team of 4 and implemented use of Data Marts, data pipelines, PySpark & SQL to automate metric evaluation process which decreased the evaluation & dashboard refresh time by 27-man hours

   Trainee Decision Scientist
- Collaborated with Human Resources team and gathered requirements to develop business process web applications with the help of a tool that uses .Net/C# on the server side, HTML/CSS for frontend and MS SQL for backend
- Developed a candidate hiring application from end to end, starting from data modelling & database creation at the back end to UI design & creation at the front end which aided the HR team to conduct their hiring process
- Aided the HR team to track attendance & leave applications of employees by developing an attendance tracker application from end to end

ACADEMIC PROJECTS

Rainfall Forecasting — March 2020
- Explored the weather conditions data through exploratory data analysis techniques to validate assumptions made on factors that cause rainfall at a given location
- Developed the Cluster Analysis and Decision Tree Induction machine learning algorithms using present day data to make next day rainfall predictions for 50 locations across Australia
- Fine tuned the model through grid search to obtain an accuracy of 76%, F1 score of 75% and AUROC of 82%

Customer Churn in the Airline Industry — October 2019 to December 2019
- Explored customer survey data using descriptive statistics, univariate & bivariate analysis to identify detractor customer groups and underperforming airlines based on the recommendation score given by the customer
- Identified data patterns using Associative Rules Mining machine learning algorithm, to observe the customer & airline attributes that make a customer a promoter or a detractor
- Developed a Linear Regression machine learning Model with 54% Accuracy and 49% Adjusted R square to predict the recommendation score and identify the attributes that are most impactful on the score

TECHNICAL SKILLS

Programming Languages: R, SQL, Python, R Shiny, PySpark, C#, HTML/CSS
Applications: MS Excel, Jupyter Notebooks, Anaconda, GIT, MS Visio, MS Access
Techniques: Regression, Classification, Clustering, Time Series Forecasting, Association Rules Mining
Softwares: MS SQL Server, Teradata, Hadoop/Hive, Spark, Bizapp
Soft Skills: Documentation, Requirement Gathering, Presentation, Business Communication, Decision Making

LEADERSHIP

- Organized a fund raiser for techno managerial symposium conducted by Model Engineering College — March 2015