BIBHUDENDU BEHERA

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Skills

- Python | SQL | Git/GitHub | FastAPI | Docker | Shell Scripting | REST API | TensorFlow | PyTorch | scikit-learn | LangChain | OpenAI API
- Google Gemini APIs | Pandas | NumPy | BeautifulSoup | Scrapy | Selenium | Streamlit | Matplotlib | Seaborn | Plotly | Excel | Power BI
- Google Cloud Platform | BigQuery | Vertex AI | Cloud Storage | CI/CD | GitHub Actions | ETL Pipelines | Data Quality | Vector Databases
- Machine Learning | Feature Engineering | Model Selection | RAG Architectures | Prompt Engineering | Web Scraping

Experience

Assistant Team Leader　　　　　　　　　　**IntouchCX**　　　　　*Bangalore, India*　　**06/2016 - 09/2025**

- Led data-intensive operations for Fortune 500 gaming and entertainment companies, managing 25+ analysts processing **100,000+ customer interactions monthly** with **90%+ CSAT scores** across multi-client operations requiring rapid context switching and systematic debugging.
- **Designed data quality frameworks** reducing onboarding inefficiencies by **20%** through systematic process optimization, metric-driven development, A/B testing, and root cause analysis methodologies for continuous improvement.
- Built **automated reporting workflows** processing large-scale datasets with systematic quality control; conducted **weekly executive analytics reviews (WBRs)**, translating complex metrics into strategic insights for C-suite stakeholders.
- Managed complex workflows with multiple failure points and cascading dependencies, developing production engineering mindset: systems thinking, data quality obsession, and maintaining reliability under production pressure.
- Advanced Excel/Google Sheets automation, SQL-like data operations, statistical analysis, dashboard design, process documentation, and workflow optimization.

Brand Expert　　　　　　　　　　　　　　**Helpchat**　　　　　*Bangalore, India*　　**08/2015 - 05/2016**

- High-volume customer operations handling **100+ daily interactions** with **90%+ CSAT**, building foundation in pattern recognition and systematic problem-solving.
- Utilized CRM tools, live chat platforms, and advanced Excel/Google Sheets for data operations and customer service optimization.

Education

Bachelor of Technology　　　**Biju Patnaik University of Technology (BPUT)**　　　*Bhubaneswar, India*　　**2009 - 2013**

- Major in Electronics and Telecommunications

Projects

- **CSV-Cleaner-Pro:** Production ETL Engine with **10,000+ configurable validation rules** for automated data quality and ML-ready dataset preparation. Features fault-tolerant processing, automatic schema inference, batch processing for 500K+ rows, and CI/CD pipeline with Docker containerization. Built with **Python, Pandas, NumPy, Streamlit, FastAPI, Docker, GitHub Actions**. (2025)
- **Web-Extractor-Pro:** Fault-tolerant web scraping system with exponential backoff retry logic, circuit breakers, configurable rate limiting, and automatic HTML structure change detection. Enables automated ML dataset collection at scale. Built with **Python, BeautifulSoup, Requests, Pandas, asyncio, Docker**. (2025)
- **PDF-Parser-Pro:** AI-powered document intelligence system with multi-format support (native PDF + OCR), ML-powered table detection, automatic key-value extraction with confidence scoring, and OCR error correction. Built with **Python, PyPDF2, Tesseract OCR, OpenCV, Pandas, Streamlit, FastAPI**. (2025)

Certifications

- **Google Data Analytics Professional Certificate**: Data analysis, SQL, Data visualization, Data cleaning, Statistical analysis, Business intelligence **(2025)**
- **Learn SQL Basics for Data Science**: University of California, Davis - SQL queries, Database management, Data extraction, JOINs, Aggregations **(2025)**
- **Python for Everybody Specialization**: University of Michigan - Python programming, Data structures, Web scraping, API integration **(2025)**

Achievements

- **100K+ Scale Management**: Successfully managed operations processing over 100,000 customer interactions monthly maintaining quality at production scale
- **20% Efficiency Improvement**: Designed optimized training workflows and data-driven process improvements reducing onboarding time by 20%
- **Multiple Recognition Awards**: Received multiple awards for leadership excellence, process innovation, and operational impact at IntouchCX