VIVEK TIWARI

Portfolio: **ChaiOverCode** |LinkedIn: **vivektiwari13** | +91 9867905145 | **viv.tiwari13@gmail.com**

Senior Data & Automation Specialist with 10+ years of experience modernizing analytics stacks using **Tableau**, **Databricks**, **Python**, and **Generative AI**.

Skills

- **Generative AI & LLMs:** RAG, MCP, OpenAI SDK, Crew AI, LangGraph and AutoGen
- **Data Engineering & Automation:** Databricks, Python, n8n and SQL.
- **Visualization & Dashboarding:** Tableau, Streamlit and Gradio

---

Experience

Senior Data Analyst | Boom Games | Bengaluru, India | Nov 2022 - Present

- **Generative AI & Call Analytics:** Developed a **RAG System** serving as the central knowledge hub for internal queries and chatbots. Built an automated pipeline using S3, ElevenLabs, and Deepseek API to transcribe and score customer service calls, reducing QA time from days to minutes.
- **Workflow Automation:** Engineered autonomous systems via **n8n** to handle **Instagram & Telegram** community engagement, replying to user queries 24/7 and logging data to Google Sheets without human intervention.
- **Internal Data Products:** Created a self-serve app via **Streamlit** connected to **Databricks**, allowing non-technical teams to retrieve custom data instantly, eliminating ad-hoc dependencies.
- **AI Adoption Strategy:** Spearheaded the adoption of **Claude Code** across the tech team, resulting in accelerated backend coding cycles and the rapid delivery of high-quality front-end interfaces.
- **Tech Implementation:** Built the pre-launch landing page using React (accelerated by Claude Code), integrating PayloadCMS with MongoDB to manage blog content and scalable user signup databases.
- **Analytics Optimization:** Migrated legacy reporting (Excel/Power BI) to **Tableau** and optimized **50+ dashboards**, slashing development time from 7 to 2 days.
- **Alerting & Monitoring:** Established real-time Slack and Telegram alerts for business KPI threshold breaches using **Python scripts** on Databricks. Created an **MCP** to streamline user data retrieval from various APIs.

Associate Manager - Data & Analytics | Sportz Interactive | Mumbai, India | Jul 2015 - Sep 2022

- **Predictive Modeling (xG):** Engineered an Expected Goals (xG) model for football that automated key-moment identification, cutting match highlight editing time from **1 hour to 10 minutes**.
- **Algorithmic Betting Products:** Developed a predictive algorithm for European T10 Cricket (analyzing 1000+ matches) and a Kabaddi betting model, directly enhancing odds accuracy for **bet2ball.com**.
- **Strategic Recruitment Systems:** Innovated a player recommendation system for the **Pro Kabaddi League**, used by the **Tamil Thalaivas** for auction strategy, and a valuation tool adopted by multiple franchise teams.
- **High-Scale Player Indices:** Established a player index for Upstox (IPL) viewed by **100M+ users** and a pricing model for a fantasy game with **500k+ active users**.
- **UEFA Champions League Valuation:** Developed a player valuation system used by over **500,000 users**, offering insights based on historical performance for the UEFA Champions League fantasy game.
- **Leadership:** Directed a team of analysts evaluating performance across the ISL, PKL, and IPL, and led the development of a fantasy research tool used by thousands of gamers.

Education

- AI in Business - ISB Online - 2025-2026
- PGP in Business Analytics - Great Lakes - Mumbai, 2018-2019
- MBA - ICFAI University - Hyderabad, 2011-2013

Certification

- Tableau Desktop Specialist and Google Data Analytics Certification
- Mastering Data Analysis in Excel - Duke University (Coursera)