

CHANDRADIP BANERJEE – GENAI & DATA SCIENCE MANAGER | AI-DRIVEN SOLUTIONS

Dear Hiring Manager,

I am writing to express my interest in opportunities that align with my background in Data Science, Generative AI, and Project Leadership. With over a decade of experience across leading organizations such as Cognizant, Deloitte, and Accenture, I have consistently delivered innovative, AI-driven solutions that enhance operational efficiency and drive measurable business impact.

In my current role as Manager – Projects at Cognizant, I lead multiple initiatives focused on automation, NLP, and GenAI applications. My work includes developing a RAG-based chatbot, a CSAT & Happiness Matrix for sentiment analysis, and a GenAI-powered grammar correction tool—solutions that have collectively saved over 2,000 hours annually and contributed to a \$2.3 million revenue impact.

My previous experience at Deloitte as an Advisory Lead Solution Advisor involved managing complex data transformation projects, mentoring teams, and implementing machine learning models that improved customer segmentation and marketing effectiveness.

I bring hands-on expertise in tools and frameworks such as Python, SQL, SAS, AppScript, LangChain, and Teradata, and hold certifications in Google Data Analytics, Python & R, and SQL Server. I am passionate about staying at the forefront of AI innovation and actively contribute to the data science community through blogging and open-source projects.

I am enthusiastic about the opportunity to contribute to forward-thinking teams that value data-driven decision-making and technological advancement. I would welcome the chance to discuss how my skills and experience can support your organization's goals.

Thank you for considering my application. I look forward to the possibility of connecting further.

Warm regards,
Chandradip Banerjee

CHANDRADIP BANERJEE

Manager - Data Science

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Cognizant – May 2025 - Till

Deloitte – Nov 2021 – May 2025

Accenture – Nov 2014 – Nov 2021

[LinkedIn](#) [DataScienceBlogging](#)

PROJECTS -

[Ticket Analysis and Escalation Predictor](#)
[Grammar Corrector and Sentence Formation](#)
[Resume Evaluation Tool](#)
[Interview Coach](#)
[Travel Agent using AI Agent](#)

EDUCATION

PG (Diploma) | 2019
IT Management from Symbiosis Centre for Distance Learning, Pune

BCA | 2014
WBUT University

CORE COMPETENCIES

- **Advanced Data Analytics**
- **RAG**
- **AI Agent**
- **ADK**
- **LangChain and LangGraph**
- **Machine Learning Algorithms**
- **SQL / SAS / Teradata**
- **Data Governance & Visualization**
- **Data Transformation & Integration**
- **Business Intelligence Strategies**
- **Risk Management Frameworks**
- **Data-Driven Decision Making**
- **Stakeholder Engagement**
- **Process Optimization**
- **Data Mapping Techniques**
- **Agile Project Management**
- **Cross-Functional Collaboration**
- **Predictive Analytics Techniques**
- **Natural Language Processing (NLP)**
- **Statistical Analysis**

PROFILE SUMMARY

- With nearly 11 extensive experiences in **Data Analytics**, focused on **Data Science & Digital Transformation**, particularly in the **Financial Services sector**, with a focus on **Machine Learning & predictive analytics**.
- Project Management: **Managing 5 projects simultaneously, overseeing timelines, resource loading, and cost analysis.**
- **GenAI & NLP Development: Building advanced tools including RAG chatbots, sentiment analysis models, and content moderation prompts.**
- Developed tool for **escalation prevention** and **customer satisfaction and happiness Matrix**
- Automation: Creating **custom Apps Script solutions** to streamline troubleshooting and internal processes.
- Hold the position of **Advisory Lead Solution Advisor at Deloitte**, directed a **team of 6** in the successful execution of **intricate data-driven projects** while ensuring alignment with both **business objectives and stakeholder expectations.**
- Cultivated a broad skill set that includes **data transformation, data visualization, and advanced analytics methodologies**, displayed a successful history of managing **complete project lifecycles** and consistently **delivered exceptional results.**
- Exhibited strong leadership skills by cultivating a **collaborative team atmosphere, mentored junior analysts & encouraged ongoing learning** and professional development within the team.
- Maintained **comprehensive expertise in data mapping & integration processes**, employed tools like **Gliffy** to ensure **smooth data flow** and improve **data quality across multiple platforms.**
- Earned accolades for the **successful implementation of cutting-edge Machine Learning models** that enhanced **customer segmentation and fraud detection**, boosted risk management.
- Dedicated efforts to be informed about the **latest industry trends & advancements in Data Science**, actively participating in **professional development** through **blogging & educational initiatives.**
- Initiated the development of a **powerful data analytics tool** that optimized **data processing workflow**, achieving a monthly **time savings of 32 hrs** & contributing **\$2.3 million** in revenue for the organization.
- Recognized for cultivating a **high-performance team culture, resulting in a 20% increase in team productivity** & notable improvement in project delivery timelines through **effective mentorship and skill development initiatives.**

Shakespeare Project: Sentiment Analysis & Happiness Matrix

This project focused on enhancing customer experience measurement through advanced text analysis. A tool was developed using **SQL Miner** to perform **Sentiment Analysis** on requester comments, providing objective insights into user feedback. This sentiment data was further quantified and supported by introducing a **CSAT** (Customer Satisfaction) and **Happiness Matrix**, establishing a clear, rational framework for understanding and acting upon user emotions.

Buganizer Component Admin Tool

An efficient utility was developed using **APPS Script** to streamline administrative tasks. The tool allows users to quickly **fetch the component administrator** and directly **raise Buganizer tickets for GTech risks**, prepopulated with necessary details. This automation significantly improved workflow efficiency, achieving a validated yearly saving of **over 2,000 hours.**

Botzilla Project: Access Management Automation (Agentic AI Focus)

A comprehensive automation project managed through the full project lifecycle, starting with **Project Planning, Sprint Planning, Resource Loading, and Effort Estimation.** Responsibilities included developing the **Logical Flow Diagram** and **Technical Documentation.** A key focus was the strategic integration of **Agentic AI** principles, defining necessary components and AI Agent involvement to fully realize the project's access management automation goals.

TECHNICALSKILLS

- **AIML**
- **Statistics**
- **SQL & PL/SQL**
- **AI Agent**
- **Generative AI**
- **Python**
- **VBA and Appscript**
- **Excel**
- **Anaconda**
- **Jupyter Notebook**
- **SQL Server Management Studio**
- **JIRA**
- **Service Now**
- **SAS Studio**
- **Teradata Studio Express**

KNOWLEDGE PURVIEW

- **Preprocessing**
- **Confusion matrix**
- **Precision and Recall**
- **Over fitting/Under fitting**
- **Bias Variance Trade off**
- **Bagging and Boosting**
- **Hypothesis**
- **Encoding**
- **Feature Selection and Feature Engineering**
- **Memory**
- **State Management**

CERTIFICATIONS

- **Google Data Analytics Professional Certificate**
- **Training in Python and R**
- **SQL Server**
- **Data Analytics Real World Python Project**

WORK EXPERIENCE

Manager at Cognizant | May 2025 – Present

- Preparing **Project Timeline , Resource Loading , Sprint planning - Managing 5 projects simultaneously**
- **Preparing Project Cost**
- Created user interface Chatbot using **Appscript** for troubleshooting
- Developed **Sentiment Analysis** on Google Reviews using **NLP** and **GenAI**
- Developed **Component Admins finder tool** using **GenAI** and **Appscript**
- Developed **Chatbot** using **RAG** architecture
- Developed production level Prompt to **detect abusive language**
- Developed **CSAT and Happiness Score Matrix** on Ticket resolution comments for Access management.
- Developed Grammar correction and sentence formation tool to improve the standard of quality in writing.

Advisory Lead Solution Advisor at Deloitte | Nov’21 – May 25

Key Result Areas:

- Performing thorough research in complex data environments to detect and resolve data integrity challenges, thereby improving the accuracy of analytical results.
- Creating & executing well-structured project flows & documentation for analysis, guaranteeing clarity and consistency for diverse stakeholders, including regulatory agents and partners.
- Partnering with production support teams to ensure a smooth transition of developed software, aligning with operational requirements and meeting stakeholder expectations.
- Interacting with various stakeholders to collect requirements and develop comprehensive technical data mappings that illustrate the complete data flow across multiple systems.
- Directing a team of data analysts, offering mentorship and guidance to promote professional development and improve overall team performance.
- Supervising the implementation of machine learning classification models, managing the entire process from data cleaning to deployment while ensuring compliance with project timelines & quality benchmarks.

Highlights:

- Successfully led the development of a data analytics tool that automated data processing tasks, resulted in a monthly time savings of 32 hours and generating \$2.3 million in revenue.
- Enhanced data integrity and analysis accuracy through the implementation of rigorous testing protocols & validation processes, improved stakeholder trust in analytical outputs.
- Recognized for outstanding leadership in managing a diverse team, resulted in improved project delivery timelines and enhanced team collaboration.
- Developed and executed innovative machine learning models that improved customer segmentation strategies, led to 20% increase in targeted marketing campaign effectiveness.

Senior Software Engineer at Accenture Solutions Pvt. Ltd. | Nov’14 – Nov’21

Key Result Areas:

- Executed data manipulation, cleansing, and processing tasks utilized advanced tools such as Excel, VBA, Python, and SQL to ensure data accuracy and reliability.
- Loaded, extracted, and validated client data, ensured compliance with established data governance standards and best practices.
- Analyzed raw data to derive actionable insights, developed comprehensive recommendations to inform strategic decision-making processes.
- Designed and implemented analytical databases from complex financial source data, enhanced data accessibility and usability for stakeholders.
- Monitored automated data loading processes, ensured timely and accurate data availability for analytical purposes.
- Conducted statistical analyses and applied specified data processing techniques to support various business initiatives and projects.
- Advised on the suitability of methodologies and suggested improvements to enhance data processing efficiency and effectiveness.
- Collaborated with cross-functional teams to ensure alignment on project objectives and deliverables, fostering a culture of teamwork and shared success.
- processing workflow, resulted in a 20% reduction in project turnaround times.

KAGGLE PROJECTS

- House Price Prediction
- Weather Forecasting using Naive Bayes Classification
- Wine Quality Analysis using KNN and Naive Bayes
- Income Classification
- Outlier Detection
- Insurance Prediction
- Credit Card Clustering
- Sonar Data Using Logistic Regression
- Medical Insurance Cost using Linear Regression
- Credit Score Classification
- Rainfall Prediction with ML
- Health Insurance Premium Prediction
- Breast Cancer Survival Prediction
- IPL Data Analysis
- UBER Data Analysis

SOFT SKILLS

- Collaborator
- Communicator
- Analytical
- Problem Solving
- Result-oriented
- Time Management

Highlights:

- Played a pivotal role in the successful execution of multiple remediation projects, leveraged advanced analytics to optimize credit card operations and enhance customer experience.
- Developed a comprehensive data auditing framework that improved data accuracy by 25%, reduced the risk of errors in reporting and analysis.
- Contributed to the successful implementation of new functionalities within existing systems, resulted in a 30% increase in operational efficiency.
- Recognized for excellence in data analysis and reporting, received accolades for delivering high-quality insights that informed key business decisions.
- Enhanced team productivity by implementing streamlined data processing workflow, resulted in a 20% reduction in project turnaround times.

GitHub PROJECTS

- **Fraud Detection:** Machine learning (ML) models can be trained to spot unusual patterns in transaction data that may signal fraudulent activity. By learning from past data, these models can help uncover new fraud tactics and lower the rate of false alarms.
- **Credit Scoring:** Credit scoring is a method used by lenders to assess whether to offer credit to a customer. ML models can evaluate large datasets (like credit history, employment status & income) to generate a score that predicts a customer's likelihood of defaulting on a loan.
- **Customer Segmentation:** ML models can identify clusters of similar customers based on factors like spending behavior and payment history. This segmentation allows for more targeted marketing efforts and tailored product offerings to suit different customer groups.
- **Personalized Offers:** By analyzing a customer's transaction history and behavior, ML models can predict which types of offers (e.g., cashback, travel rewards) are most likely to appeal to them, enhancing customer engagement and loyalty.
- **Churn Prediction:** ML models can assess various factors (such as transaction frequency, payment delays, and complaints) to forecast which customers may stop using a credit card. This enables companies to take proactive steps to retain customers and reduce churn.

