Nikhil Bajaj

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Education

Birla Institute of Technology and Science,Pilani **Dec 2023-Dec 2024**
Postgraduate Diploma in Business Analytics

Oriental Institute of Science and Technology,Bhopal **Aug 2017-June 2021**
B.Tech in Computer Science Engineering *CGPA:8.55/10.0*

Skills

- Python
- Machine Learning
- SQL
- Hive/Trino
- Pyspark
- Advanced MS Excel
- Git
- Azure(VM,Storage)
- PowerBI/Tableau
- JIRA
- Model Evaluation & Model Validation
- Clustering
- Re-Sampling Methodology
- Regression & Classification
- Predictive Modeling
- Business Acumen
- Analytics Consulting
- Statistical Modeling
- Model Monitoring
- Ensemble Techniques
- Visual Studio code
- Jupyter Notebook

Experience

Infogain **Jan 2023– Present**
Analyst-Data Science *Gurugram,Haryana*

- Engaged in the development of **CVM Recommendation Engine** for a leading **telecommunication** giant in the EMEA region.
- Implemented diverse **ML models,KPI's** and **Heuristic Use cases**.
- Managing **approx 50 millions** subscribers on-premise **big data** workloads utilizing **SQL-based** technologies such as **Hive**, **Presto**, **MySql**.
- Implemented customer **behavioral segmentation** using **K-Means clustering, boosting revenue by 41%**.
- Contributed to use cases like **Customer Life Time Value model,Dormancy Models,Customer Retention Model**, includes both **supervised** and **Unsupervised ML approaches**
- Designed the KPIs/Dimensions for subscriber base i.e. **Average Revenue Per User,Profitability Index,Stability Index**.
- Crafted comprehensive strategies encompassing **upsell**, **mitigate**, **revive**, and **cross-sell**, leveraging behavioral insights to drive revenue growth and enhance user engagement.
- Delivered impactful subscriber **retention strategies**, such as **Nursery Socialization**, **Early Retention,Winback** for different set of **churning customer** leading to a **significant 65% subscriber recovery**
- Worked closely with the **cross-Functional Teams** ,including the **product development** to translate **data insights** actionable **recommendations** for improving subscribers experience and **driving business growth**.

Tiger Analytics **June 2022 - Dec 2022**
Analyst - Data Science

- Using **Logistic regression** model predicted the **churn probability of customers**.
- Performed **Exploratory Data Analysis** for **Movie Recommendation** engine..
- Identified the **major KPIs, independent variables**,also created **derived attributes** in the dataset.
- Performed **dimensionality reduction techniques** and also extracted the other variables from the data which were not explicitly present.

Tata Consultancy Services **June 2021 - June 2022**
Assistant System Engineer

- Data Extracting Using **SQL** from the **SOX and Non-SOX servers** of the top Indian automobile client.
- **Visualization** of data for the **Stakeholders** and **Auditors**.
- Conducted the session on **Cyber Security Awarness**.
- **Frequently Interacted with client** and collaborated with cross functional teams to successfully take up the **External and Internal ISO:27001 Audit** of cilents' in house servers.
- **Automated the Operation** which were before done through Excel using **python script**,so that there is no redudant work

Certifications & Awards

- **Exceed Expectation Rating** for all the four Quarters
- **Spot Award** for designing the ML approach of Next Best Offer from a heuristic Approach.
- Microsoft Azure AI fundamentals,**AI900**
- Microsoft Azure cloud fundamentals,**AZ900**
- Hackerrank **SQL intermediate** and **Hard** Certification.