

Professional Summary

I am an ambitious, adroit and well-motivated Data Analyst with a solid four-year track record in Machine Learning, with majority experience in NLP text classification and Data Labelling.

I am detail orientated, I enjoy researching and finding solutions to problems, organised with both great internal and external stakeholder management skills. I have both strong written and spoken communication skills with the ability to individually produce results and also thrive working within a team.

Additionally, I am always eager to learn & as a result, I have acquired intermediate proficiency in Python and have effectively applied SQL in various capacities to further enhance my skillset.

Experience

Chattermill

August 2021 to Current

Machine Learning Operations Analyst

London

- Collaborated closely with a wide range of internal stakeholders, including Customer Experience, Data Engineering, Data Science, Product, and Site Reliability Engineering (SRE) teams. This multifaceted collaboration attributed to client-facing interactions, where I served as the primary point of contact for addressing technical inquiries and representing MLOps. This ensured effective communication and problem-solving across departments, contributing to successful operations and client satisfaction.
- Collaborated closely with the Data Science team on various research and project initiatives, providing valuable recommendations and actively participating in data review processes. This involved Social Media data, Voice analysis and Noise removing models.
- I recently collaborated on an OKR with the Data Science team to explore the application of Aspect-Based Sentiment Analysis (ABSA) on support and chat data. Following extensive testing with diverse approaches, our research was approved by the product team. The SRE teams are in the process of implementing the necessary backend changes to offer this solution to our clients.
- Engaged in an up skilling program in Python under the guidance of our Senior MLOps Engineer & DataCamp courses on python and Data Science. The program focused on enhancing operational efficiency through Python tool development, addressing various aspects like onboarding and quality control (QC) management. I also had experience working with CI/CD and git for continuous integration. I also had experience with Docker to deploy apps within the team.
- One noteworthy tool I contributed to is designed to extract relevant keywords from theme names and descriptions. Its core functionality revolves around identifying these keywords within comments found in an organisations dataset. This tool played a vital role in ensuring the manual tagging of data remained in alignment with the predefined theme structure, guaranteeing consistency and accuracy.
- Onboarding new clients by analysing diverse customer data from various sources (including Feedback and Support data types) to identify patterns and extract relevant aspects and topics. This gives flexibility of having bespoke models for each client. As of date, I've onboarded over 15 clients including Five Guys, H&M, Gelato, Ooni Pizza, Faire, Lulus, Meundies, Frubana, Blablacar, Reformation just to mention a few.
- In charge of training models using manually tagged training datasets. This role includes performing regular quality control assessments on tagged data to maintain prediction precision. Additionally, it involves the addition or removal of data to enhance theme and sentiment F1 scores. As a result, models with training datasets achieving an overall F1 Score greater than 0.75 were exclusively deployed.

- Provide ML operational support to existing clients (Uber Global, River Island, Rakuten Vikki, HelloFresh, EON energy, Interflora etc..) by checking the model health and implementing any changes to the theme structure requested by the client whilst maintaining high quality model metrics. This involves looking at data drift and applying clustering on new data to check for any new emerging topics.
- Responsible for & being the main point of contact for our external manual tagging team based in Dhaka. I was responsible for their day to day operations by ensuring the tools they used were working up to standard. Any issues, I would be the liaison with SRE to remove any blockers. I was also responsible for providing continuous training on existing principles and any new features deployed. I was also responsible for conducting interviews to find the best fit for the tagging role.

Prime Air Amazon

April 2021 to July 2021

Machine Learning Data Associate II

Cambridge

- Utilised Excel, including formulas and Pivot tables, to generate weekly reports sent to the senior leadership team. These reports provided a comprehensive overview of operational efficiency for the preceding working week.
- This involved preprocessing raw data in a more digestible form.
- Collaborated closely with the operations team to create and allocate tasks efficiently for the rest of the team, utilising JIRA and Confluence for streamlined task management.
- Identified operational issues within tooling and processes and proactively suggested and implemented small-scale process simplification enhancements to improve efficiency.
- Collaborated closely with the Quality Assurance team to review datasets from the collections team, ensuring their cleanliness and readiness for the workflow.
- Holding live demos on process training, feedback from the data science team and also implementation of a new analysis tools within the team.
- Played a pivotal role in facilitating knowledge transfer to a newly established department in Costa Rica by developing process requirements, crafting training resources and presentations, and conducting informative Q&A sessions.
- Designed real-time progress trackers, granting managers convenient access to monitor the performance and progress of their Data Analysts (DAs).

Prime Air Amazon

January 2019 to January 2021

Machine Learning Data Associate

Cambridge

- Process Improvement - finding areas of improving the process we work in by finding ways to deliver more data by not compromising the time taken
- Part of the Quality check team to scrutinize the work done by DAs to make sure its up to Prime-Air quality standards before delivering the data to the science team
- Part of the training team to help the onboarding process for new DAs starting at Prime-Air
- This involved creating training material (power point) and delivering this training to the new recruits
- Process Support: Leading a team of 15 Data Analysts in completing assigned tasks and being the point of contact between senior leadership and DAs
- Chairing team meetings to discuss the targets for the week - assigning and delegating work based on the number of DAs available
- Reporting any highlights or blockers in weekly syncs with senior management on task progress.

Prime Air Amazon

April 2019 to September 2019

Data Analyst

Cambridge

- Working with Prime Air software to analyze, process & deliver data through a live platform (Quip) to the

science team for Machine Learning

- Working with KPIs everyday to ensure I'm completing assigned targets each week whilst completing other ad-hoc tasks in between
- Providing feedback to the Science team when requested to.

William and Welfare Distributions

January 2017 to March 2019

Director

London

- Initiating the start-up phases of William and Welfare Distributions, through sourcing, contracting and negotiating with suppliers internationally for the exportation of dried pulses and tea
- Managed relationships with suppliers through international travel to better sustain and develop these relationships
- Carried out comprehensive market research and analysis into the UK market to identify the gaps in the market for dried pulses and where best opportunities lie
- Recruiting, negotiating and securing vendors/ distributors to invest/ purchase into imported goods for the distribution within the UK
- Update and maintain all delivery/ distribution documentations both for internal/ external uses
- Manage all business legalities and documentation within the UK, both for the importation of dried pulses and full distribution once imported.

USAID Malawi

July 2016 to December 2016

Junior Finance Assistant

Lilongwe

- Assist the Supervisory Analyst in preparing financial reports monthly
- Assisting the financial department in preparation for donations to be made to the Malawi Government
- Brainstorming ideas on how to cut overhead costs and increasing efficiency and accuracy of our data
- Assisting the Supervisory Analyst in conducting secondary research on Malawi's economic progression in order to forecast and put contingencies in place for the future
- Data entry using Microsoft office packages and also collecting information for payroll preparations for employees' salaries
- Reporting to the stakeholders by answering any queries they have.

Heriot, Watt University Scotland

January 2014 to May 2016

Student Marketing Assistant

London

- Promoting the university to visitors, local businesses, prospective students and the general public
- Administrative work such as handling calls & emails, updating the database and assigning tour teams
- Worked hand in hand with the student service to create a friendlier liaison
- Increased student satisfaction by 40%
- Created PowerPoint presentations and presented them regularly at meetings

Rhodes University

February 2012 to December 2012

Community Engagement Rep

Grahamstown, South Africa

- During my first year of placement in South Africa, I worked with a committee and we were responsible for organizing events that involved the locals
- Worked hand in hand with the University to create awareness around the campus
- Attended meetings and seminars with other local universities on ways to improve and recruit people to be a part of the department
- Was assigned a team and we were accountable of fundraising activities and money collection for local

charities in the community.

Core Qualifications

- Intermediary Python
- Experience working with Tabular data ie SQL postico and Pandas
- Experience with Git
- Experience with Kibana and Kibana
- Experience working with NLP principles ie text classification
- Microsoft Windows , Mac OSX environments & Linux Ubuntu
- Experience with JIRA, Notion & Confluence
- Google Workspace
- Quality focused
- Team player
- Strong work ethic

Education

Heriot-Watt University 2015, June
BA (Hons): Business Finance
GPA: 2.1

Bishop Douglas Catholic School 2012
Business Studies (B), Theology (C), Mathematics (C), : A 5As & 4Bs including Maths and English.

References

References available upon request