

# Dhawal Joharapurkar



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<https://dhawaljoh.github.io>

## Education

M.S Computer Science

Project: User Expertise Detection in Online Communities

UC Santa Cruz | 2016-19

B.Tech. Computer Science

Bachelor Thesis: Temporal Scoping of Facts in a Knowledge Base

Manipal Institute of Technology | 2011-15

## Honors

Regents' Fellowship

UC Santa Cruz | 2016-17

## Publications

Online Adspace Posts' Category Classification

Dhawal Joharapurkar, Vaishak Salin, Vishal Krishna

12<sup>th</sup> International Conference on Natural Language Processing | 2015

## Talks

From Big Text to Big Knowledge

SERC Open Day 2015

IISc, Bangalore | 2015

## Teaching Exp.

TA [Evaluations]

Courses: 5J, 11, 12A, 140, 184

UC Santa Cruz | 2017-19

## Mentorship

CruzHacks, 2020

UC Santa Cruz | Jan, 2020

## Experience

Present

Amazon.com | Software Engineer

Seattle, WA

- Building V2 of Amazon Pay using a new data model that reduces merchant integration time by 30%
- Reduces Merchant's Time-to-Market by 45% onboarding to a single back-end stack in V2 vs three in V1

Spring '20

CoinTracker.io | Product Manager Intern

San Francisco, CA

- Managed customer success by handling 1800 customer tickets with an 88% customer satisfaction score from around 150 ratings
- Optimized small fixes and led upkeep to improve UX
- Communicated with the leadership team, provided inputs on product vision and strategy
- Provided feedback to the design wireframes and systems to improve UI

Summer '19

Amazon.com | Applied Scientist Intern

Palo Alto, CA

- Created model to rank new products in accordance to their projected activity and not rank lower because of lack of data
- Reduced deployment effort by 12.5% by substituting existing models with a single multi-output neural network

Summer '18

Lam Research | Intern

Fremont, CA

- Standardized Python development environment across business units, reducing codebase integration costs by ~30%
- Created word-embeddings for Lam Knowledge Documents to provide data to ML/NLP models

Summer '17

Chobanian Group | Intern

San Jose, CA

- Deployed a relational joint-model to identify experts in large delivery organizations for customer support case assignment
- Improved case resolution times by 45% by reducing case re-routing in a sample subset of 10K cases

## Projects

Jun-Dec'18

User Expertise Detection in Online Communities

UC Santa Cruz

Identification of experts based on network topology, collaboration graphs and local features such as post strength, experience information, etc. Used StackExchange dataset with ~5M users and Probabilistic Soft Logic for inference. Predicted "accepted answer" with an accuracy of 87%.

Spring'17

Effects of Social Influences on Culinary Preferences

UC Santa Cruz

Modelled the influence of a friend network on the culinary choices of individuals using collective classification. Predicted a person's favorite cuisine from social influences from their network and evaluated our model by comparing our predictions to the gold labels that are extracted from the text of the reviews in the Yelp dataset. Achieved an accuracy of 94% and recall of 97%.

Winter'17

Ideology-Backed Stance Classification

UC Santa Cruz

Improved an approach on jointly-modeling disagreement and stance in online debate forums by integrating ideology as a latent variable in the joint model. Improved existing baseline results by 2.5%. Created a new ideology corpus of around 1.5 million tweets by 645 official members of the U.S. Congress.

Other

Other Projects

<https://dhawaljoh.github.io/2019/projects/>

## Skills

- Programming Languages: Python, Java
- Operating Systems: Unix-based OS, Microsoft Windows
- Specializations: Machine Learning, Data Science, Analytics