Niklas Zeller
Associate
Data Scientist

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LinkedIn

SUMMARY

- Resourceful Consultant, Leader & Data Scientist focused on Conversational AI and Analytics
- Diverse academic and professional background bridging science, technology and economics
- Business Development experience in activities such as performing analysis, building proposals, and designing and presenting solutions

Areas of expertise
- Bridging analytics and business
- Team Leader
- Conversational AI software solutions
- BI and data visualization

Industries
- Customer Care
- Automotive
- Real Estate
- Life Sciences

Outside of work
- Photography
- Traveling
- DIY
- Yoga
- Snowboarding

WORK EXPERIENCE

Cognizant
09/2018 - present

Associate, Cognizant, Amsterdam, Netherlands
At Cognizant, we engineer modern businesses to improve everyday life. Within the Artificial Intelligence & Analytics team, my focus is within Conversational AI. In the years working within this field my activities and experiences included:

- Delivering conversational AI projects as consultant, product lead & developer, with a focus on bridging business, functional and technical requirements
- Working consistently within the Agile and SAFe frameworks in multiple roles, defining objectives, tasks, responsibilities, estimations and priorities
- Designing and building various analytical and BI tools
- Training a team of junior associates in the Data Science community
- Furthering business development by performing analysis, building proposals and designing solutions

01/2013 – 04/2013

Academic Internship, National University of Rosario, Rosario, Argentina
Within the Faculty of Agronomy at the Universidad Nacional de Rosario, I worked in coordination with professors, Masters and PhD students to implement various applied research projects linked to the cultivation and processing of maize, soy and sorghum.

I acquired and honed skills related to biological and biochemistry experiments in laboratory settings. For the entirety of the internship, I exclusively communicated in Spanish with my peers and towards the end, took on an organizing role.

EDUCATION

BSc. International Business and Business Economics
09/2013 – 08/2018

Erasmus University Rotterdam, Netherlands
- Major in Policy Economics, Erasmus School of Economics
- Minor in Responsible Innovation, a collaboration of: Delft University of Technology, Leiden University, Rotterdam School of Management
- Thesis in Environmental Economics

Coursework in Biomedical Engineering
09/2010 – 08/2012

University of Minnesota, United States
- Microbiology, thermodynamics, computer science, biostatistics (MATLAB), chemistry and Spanish

Coursework in Material Science
09/2008 – 08/2010

Federal Institute of Technology Zurich, Switzerland
- Multivariate calculus, linear algebra, physics, chemistry, extensive laboratory analysis

LANGUAGES

Language	Level
English	●●●●●
German	●●●●●
Dutch	●●●○○
French	●●●○○
Spanish	●●○○○

TECHNICAL SKILLS

Microsoft Office
Programming Languages: Python
Conversational AI: Teneo
Visualization: Power BI

MANAGEMENT

Scrum Master
Product Owner
Solution Designer
Trainer and Coach

Škoda
01/2019 – Current

Solution Designer & Product Owner

Lead team in key initiatives implementing Artificial intelligence / Machine learning solutions on production level.

- Lead the design, implementation and ML lifecycle management of an email-classifying webservice which automatically detects the language and topic as well as recommending the appropriate customer care agent to handle it over a period of 30 months.
- Driving use case improvement, ideation and team workshops with an emphasis on empirical data analysis, design thinking methods and an open environment to foster productive creativity.
- Coordinated with external stakeholders and parallel teams to align interactive business dashboards and synchronized analytics throughout the corporation and its market partners.
- Focus on improving internal team dynamics and ensuring a positive, productive and engaging work environment.

Business Intelligence & Consulting

Acted as the bridge between business & strategy, technical development and experience design throughout all phases of the program

- In tandem with each addition rollout of the solution to a new market, coordinated with technical offshore team, local consultants and business owners on all things data and product results, presenting business dashboards informing strategy.
- Designed and implemented empirical business case forecasting tool based on actual sales and market data with projected revenues and break-even points for various rollout scenarios helped direct early stages of the project.
- In depth end-to-end conversational AI dashboard used by team to monitor and compare use case efficacy across all markets in granular detail.
- Ad hoc data analyses for markets, client and team members
- Upstream reporting of contractual indicators to implementation partners

Data Science & Engineering

Designed and built a multitude of interdependent tools and utilities used by team, client and external stakeholders.

- Trained team in the use of a custom translation and NLP clustering tool for the purpose of organizing and distilling chat user inputs from various markets in order to identify underserved or untapped use cases.
- Built tools and trained team to automatically extract chatlogs from rollout markets in order to gain insights through powerful and effective filters for improved utterance training and use case development.
- Designed and built extensive metadata generation systems throughout conversational AI infrastructure to enable advanced technical, process, business, survey and customer experience tracking functionalities
- Implemented cloud-based API which acts as a data retrieval interface between various tools and the conversation logs and related data.

Seat
11/2021 – Current

Business Intelligence & Data Analytics

Seat showed an interest in having Škoda's chatbot Laura, adapted for its own markets. A portion of our Škoda team is building the pilot version called Oli.

- Adapted various tools and data sources from main project to fit the specific requirements and verified functionality.
- Rebuilt and presented BI report tailored to client's requests.