Gowtham Venkata Sai Ram Maddala

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EDUCATION

Stony Brook University, Stony Brook — New York
Master of Science in Data Science, ***GPA: 3.84/4*** — Aug 2024 - Dec 2025

International Institute of Information Technology, Bangalore — India
Advanced Certificate Programme in Data Science with Specialization in NLP, ***GPA: 3.8/4*** — Apr 2023 - Dec 2023

KL University, Hyderabad — India
Bachelor of Technology in Computer Science with specialization in Data Science, ***GPA: 9.02/10*** — Sept 2017 - May 2021

TECHNICAL SKILLS

Programming Languages: Python, C, C++, Java, Go, R Programming, MATLAB, HTML, CSS, JavaScript (JS), React, SQL

Tools and Platforms: Git, Docker, Kubeflow, Flask, FastAPI, Google Cloud Platform (GCP), Microsoft Azure, REST, VS Code

Frameworks and Libraries: TensorFlow, PyTorch, Keras, NumPy, Pandas, Scikit-learn, Matplotlib, Seaborn, XGBoost, CUDA, Spacy

Machine Learning: Predictive Modeling, GBDTs, Random Forests, Clustering, Prompt Engineering, GenAI - LLMs

EXPERIENCE

Soroco — Bangalore, India
Software Engineer (Machine Learning) — Feb 2024 - Jul 2024

- Developed **4 Flask APIs** to generate flowgraphs of user activities based on screens used for the Workgraph product and trained YOLOv9 on annotated screenshots to detect interacted and non-interacted fields, enabling accurate data collection.
- Utilized the **Guidance library** to format **LLM** outputs, reducing post-processing needs, and optimized **Mistral-7B and LLaMA2** models using **Python**, cutting average inference time from **5 seconds to 0.8 seconds** without compromising quality.
- Created test cases using **PyTest** to validate API functionality and JSON outputs with Postman, achieving a **100%** test pass rate.
- Drove company revenue by **15%** through successful onboarding of **3 Fortune 500 clients** within a short timeframe of **4 months**.

Awone.ai — Client: Carelon Global Solutions — Hyderabad, India
Data Scientist — Apr 2023 - Feb 2024

- Interpreted **80k+** historical Jira ticket records over 4 years, including ticket summaries, descriptions, assignees, and resolution times, to identify patterns and bottlenecks in ticket resolution processes.
- Converted ticket summaries and descriptions into 200-dimensional vectors using **BERT** and applied **DBSCAN** clustering to group similar tickets, enabling efficient categorization and prioritization of high-resolution-time tickets.
- Experimented with multiple regression models in Python, including Polynomial Regression with L1 Regularization and **Random Forest Regressor**, achieving the best performance with **XGBoost** and an MSE of **0.8** days for resolution time prediction.
- Automated workforce assignment and resource allocation by integrating clustering and predictive insights, reducing operational costs by **30%** and ensuring high-resolution-time tickets are escalated to the appropriate teams for faster resolution.

Ivy Comptech — Hyderabad, India
Software Engineer — Aug 2021 - Feb 2022

- Handled a high-volume transactional database with over **3 million** records as a key contributor to the wallet and payments team.
- Revamped **30** complex **SQL** queries, reducing execution time by **50%** and significantly boosting overall data pipeline performance.

Telescope (Voxlogic.inc) — Acquired by Meta — Sunnyvale, USA - Remote
Software Development Intern (AI Platform Team) — Jul 2020 - Dec 2020

- Architected a conversational search solution using Hugging Face's TAPAS model, enabling numerical question answering on tabular data with **97.45%** accuracy and integrated it into Slack with **TensorFlow** quantization for real-time responses.
- Played a key role in the development of Telescope, acquired by Meta for **$2.4 million** in 2021, by enabling conversational search capabilities and ensuring swift and accurate user interactions.

PROJECTS

Ola Driver Churn

- Engineered a high-performance driver churn prediction model for Ola using **XGBoost**, achieving **0.97 precision**, **0.97 recall**, and a **0.98 AUC** score by analyzing key features such as income, total business value, and quarterly ratings.
- Conducted feature analysis and engineering on Ola driver data, implementing **KNN-based imputation and target encoding** to optimize model performance and identify primary factors influencing driver retention.

Delivery Time Estimation Using Neural Networks

- Analyzed key drivers of delivery time, such as total outstanding orders, hour of the day, and market dynamics, using Random Forest feature importance analysis, achieving an **MSE of 3.2** and **RMSE of 1.79** with the **Random Forest regressor**.
- Maximized predictive accuracy by fine-tuning **Neural Networks**, reducing error metrics to an MSE of **0.12** and RMSE of **0.34**, resulting in a more reliable delivery time forecasting system.