

# Harmohit Singh

## General Manager - Data Science

Gurugram, India

harmohitsingh@hotmail.com — +91-8527744300  
linkedin.com/in/harmohit-singh

## Summary

---

With 12 years of experience in data science across diverse sectors, I excel in applying ML/AI for impactful projects and product innovation, adept at transforming complex data into actionable insights and fostering team collaboration.

## Skills

---

**Technologies:** Machine Learning, Deep Learning, Python, TensorFlow, Keras, PySpark, Bash, Gen AI, AWS

**Other Skills:** Product Development and Innovation, Data Analysis and Interpretation, Data Visualization and Communication, Cross-functional Collaboration

## Education

---

**B.Tech. in Electronics**, PEC University of Technology  
*Jul 2008 – May 2012, Chandigarh, India*

## Professional Experience

---

### Paytm — General Manager - Data Science

*Apr 2023 – Present, Gurugram, India*

- Led ML and Gen AI initiatives across Central AI and Ads ML teams; mentored 5 data scientists
- Optimized ML pipeline in Ads ML team, transitioning from tree-based models to neural networks, achieving 20% increase in ad conversions
- Delivered projects for click behavior and churn prediction using XGBoost and ANN; sustained 15% lift via A/B testing
- Built GenAI solutions (e.g., natural language BI tools, voice support) reducing man-hours by 90% and employee costs by 60%
- Reduced compute costs by 90% through optimized data engineering processes
- Used A/B testing and data analytics to improve traffic and engagement across business units

### EXL Services — AVP - Data Science

*Sep 2021 – Apr 2023, Gurugram, India*

- Developed solutions for attrition, retention, and cross-selling; led cross-functional teams
- Built a propensity model for call routing (XGBoost), reducing call transfers and improving ratings (10% lift)
- Migrated ML workflows to AWS, reducing infra cost by 1/8th
- Oversaw 20% team growth and 24% revenue increase

**Epsilon — Senior Data Scientist***Dec 2018 – Aug 2021, Bengaluru, India*

- Designed ML models (XGBoost, ANN) for recommendation systems across clients, leading to 300% revenue growth
- Improved open rates by 7% and click-through rates by 21%
- Automated ML lifecycle including monitoring and enhancement using champion-challenger approaches

**Transorg Analytics — Data Science Lead***Oct 2014 – Nov 2018, Mumbai, India*

- Led teams delivering analytics solutions in banking and finance
- Established big data architecture for a payments bank using PySpark and Bash, enabling 150% campaign response improvement
- Delivered predictive models for AMC and credit card companies, contributing \$70M in revenue

**AbsolutData Analytics — Business Analyst***Sep 2012 – Feb 2014, Gurugram, India*

- Built predictive models and conducted trend analysis for clients in fashion, travel, and e-commerce sectors
- Improved modeling efficiency by building internal code pipelines and automation features