Harmohit Singh

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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*

Experience

CoreOps — Enterprise AI Head

Mar 2025 – Present, Noida, India (Hybrid)

Led ML and Gen AI initiatives across Central AI and Ads ML teams, designing scalable ML pipelines and mentoring a team of 5 data scientists. Spearheaded end-to-end solutioning, development, deployment, and continuous optimization of ML pipelines and Gen AI solutions.

– Optimized the ML pipeline in the Ads ML team, enhancing accuracy and efficiency. Upgraded the data pipeline by adding features and transitioned the algorithm from tree-based models to neural networks, driving an average **20% increase in ad conversion rates** across app properties

– Successfully delivered projects predicting customer click behavior and churn (used XGBoost and ANN), enhancing business decision-making.

– Established A/B testing pipeline and sustained model improvement, achieving a consistent **lift of 15%**

– Built AI solutions, such as a natural language based BI tool enabling rapid decision-making for non-technical users, and voice-based solutions enhancing customer support efficiency. These solutions **resulted in a 90% reduction in man-hours and a 60% decrease in employee costs**

– Implemented cost-saving measures and optimized various processes using data engineering across multiple projects, resulting in a **90% reduction** in compute resources

– Engaged in the decision-making and implementation of app modifications to **enhance traffic and engagement** across multiple businesses. Utilized data science and analytics (with A/B testing) to drive data-informed decisions

Paytm — General Manager - Data Science

Apr 2023 – Mar 2025, Gurugram, India (Hybrid)

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EXL Services — AVP - Data Science

Sep 2021 – Apr 2023, Gurugram, India (Remote)

Developed and deployed machine learning solutions addressing attrition, retention, and cross-selling challenges, while managing end-to-end stakeholder engagement, including strategic leadership, delivery oversight, team development, and business relations. Led a multidisciplinary team of data scientists, analysts, data engineers, and project managers.

– Implemented a propensity model (using XGBoost) for call routing, **identifying at-risk customers and directing them to specialized retention teams**. This approach reduced call transfers and handle time while enhancing overall call ratings. Achieved **lift of 10%**

– Migrated ML model scoring and training workflows to a custom AWS-based platform. Implemented ML pipeline for model retraining, evaluation, and scoring. This **reduced infrastructure costs to 1/8th** by eliminating licensing fees

– Oversaw **team and revenue growth**, business and relationship development, and client/stakeholder management. During my tenure, **team size grew by approximately 20% and revenue increased by about 24%**

Epsilon — Senior Data Scientist

Dec 2018 – Aug 2021, Bengaluru, India

Directed the full machine learning lifecycle, from stakeholder engagement to solution deployment and productionization. Oversaw and supported a team of developers and data scientists through mentoring and management.

– Designed and deployed multiple **ML models (XGBoost and ANN) to develop recommendation engines** for diverse clients, including hotel chains, retailers, and consumer finance institutions. Achieved notable campaign success, with **300% revenue growth, 7% increase in open rates, and 21% improvement in click through rates**

– Utilized **advanced algorithms (ANN, NN embeddings, XGBoost) and champion-challenger approach** to build **ML pipelines**, automating model refresh, enhancement, deployment, and performance monitoring

– Spearheaded **internal initiatives, building code pipelines** and adding features for streamlined modeling and analysis, saving team's time and enhancing capabilities

Transorg Analytics — Data Science Lead

Oct 2014 – Nov 2018, Mumbai, India

Worked as a Data Scientist/Analytics Consultant and managed a team of data scientists to assist client in analytics-based business solutions.

– Established big data architecture for a payments bank, enabling organization-wide dashboards and advanced machine learning applications. **Automated the whole process with PySpark and bash scripts**. Implemented targeted campaigning with a 360-degree customer view, resulting in a **response rate increase of 150%**

– Worked with an AMC to develop a redemption prediction model (**11% error**) and created a model for targeted product offerings and upgrades for a credit card company, **contributing to revenue growth of $70 million**

AbsolutData Analytics — Business Analyst

Sep 2012 – Feb 2014, Gurugram, India

– Utilized predictive analytics to identify potential customers for a fashion brand in specific USA regions

– Conducted trend analysis in the travel and online booking sector to inform product development and marketing strategies

Education

PEC University of Technology, Chandigarh, India

B.Tech. in Electronics — Jul '08 – May '12