

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

Experience

Paytm

General Manager - Data Science

Apr '23 – Present

Gurugram, India

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

EXL Services

AVP - Data Science

Sep '21 – Apr '23

Gurugram, India

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 '18 – Aug '21

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 '14 – Nov '18

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 '12 – Feb '14

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

B.Tech. in Electronics

Graduation

Chandigarh, India

Jul 2008 – May 2012